



## TBMP Hotline Log

Created By: Kymberly Kotlarov  
 Created On: 05/21/2026  
 Start Date: 01/01/2025  
 End Date: 10/31/2025  
 Concern Type: All types

| Concern Date & Time | Source  | Concern Type  | Area of town      | Submission Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Referred To                                                                                                                                                                                                                                                      | Response(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Additional Information |
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| 01/01/2025, dawn    | Website | Cruise: Noise | West Juneau       | fog horns. I have lived in Juneau long enough to know to expect the cruise ships will begin giving everyone in Douglas a wake-up alarm, every day, for the next six months. I would like for the industry to focus on finding a technology of methodology which can ensure that their arrival, every day, without fail, for six months of the year, does not create auditory harassment for thousands of Juneau residents. Thanks in advance for your consideration.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 0 Carnival Cruise Lines, 7 Cruise Line Agencies of Alaska, 0 Cunard Line, 0 Disney Cruise Line, 0 Holland America Line, 0 Norwegian Cruise Lines, 0 Oceania Cruises 3, 0 Princess Cruises, 0 Regent Seven Seas Cruises, 0 Seabourn Cruise Line, 0 Viking Cruises | CLAA TO TBMP: No sender but this is part of the "sounds of a port" as addressed in the TBMP Guidelines. If you live near an airport you hear airplanes, if you live on the seas in a deepwater seaport... Best regards, Andrew Green, Port Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        |
| 02/06/2025, 8:35AM  | Website | Other         | Mendenhall Valley | This is more of an idea than a complaint. Alaska Coach rents out a duplex near my residence to house their seasonal employees. Last season, the workers would put their trash cans out the night before, leading to bear issues in the neighborhood and resulting in the surrounding woods being littered with garbage. I don't believe this to be the fault of the seasonal workers. They show up in Juneau, get put in housing, and go to work. The employee turnover rate is large, so many different people occupy these residences throughout a single season. I don't believe the companies are informing the workers of local laws and ordinances. My idea is this: Can the companies that rent in Juneau neighborhoods perhaps have a binder with information regarding local ordinances surrounding garbage-bear issues? If the companies did more to inform their workers of local trash can laws and how huge of an issue garbage-bears have become, perhaps there will be less instances like this. (This isn't just about Alaska Coach, I think all companies could easily put together informational binders for their housing units.)                                                            | 9 All Members                                                                                                                                                                                                                                                    | JUNEAU FOOD TOURS TO TBMP: Excellent suggestion! Midgi Moore, Juneau Food Tours. ALASKA COACH TOURS TO TBMP: Thank you for bringing this to my attention. We do inform our employees in housing that garbage is not to be taken out the evening before. However, I can talk to each person living there to ensure they are following city ordinances. Alicia Phillips, Juneau Division Manager, Alaska Coach Tours. TEMSCO HELICOPTERS TO TBMP: Great comment! At TEMSCO we try our best to inform seasonal workers of the mentioned issues/ local ordinances. We had an issue once in the 2024 season with this and have since added this information to an existing seasonal hire packet to make sure the information gets disseminated initially and not post incident hopefully. Once again I appreciate the feedback through TBMP as we continue to try to do our best to reduce or better tourism impacts on the Juneau community. Eric Main, Juneau Flight Operations Manager, TEMSCO Helicopters. JUNEAU TOURS TO TBMP: It's a great idea and we already do this very thing! Also all our seasonal staff housing is owned by us so we also have a property manager who takes care of such things. Our employees who rent off site are year round residents. Serene Hutchinson, Juneau Tours. |                        |
| 02/17/2025, 1:46 PM | Email   | Other         |                   | Hello, By now you all likely have seen the posts on Juneau Community Collective about the cuts to federal employees on the Tongass National Forest. Most of which were staff at the Mendenhall Glacier Visitor Center, Juneau cabins/trails program, and wilderness programs. At this point, it's unclear if or how the Mendenhall Glacier Visitor Center could adequately operate going down from a staff of 19 to 8. Similarly with wilderness crews being cut from 17 to 7. How will that impact your tours and operations on public lands this summer? When the cruise ship season starts in two months? I would encourage you all to consider contacting the offices of Murkowski, Sullivan and Begich to ask how these positions were cut when the recreation fee monies paid at these sights (by your companies and guests) is supposed to stay local/regional? Has that yet been discussed? For all intents and purposes it seems like the federal agencies have had no say in who or how these cuts would happen and currently it will drastically impact Juneau's tourism season. I hope you consider reaching out and asking some hard questions of our representatives in Washington DC. Thank you. |                                                                                                                                                                                                                                                                  | No response requested.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                        |

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| 03/05/2025,<br>7:30 PM | Email   | Other                                     |              | My name is ****. I'm a Juneau resident, and occasional cruise ship passenger. I write to ask TBMP to help cool the temperature between the United States and Canada. No doubt you are as concerned and alarmed as me about tariffs and needless confrontation between the United States and Canada. I could foresee it getting so bad that Canada refuses to allow cruise ships to sail up the inside passage. This would harm the experience of cruise ship passengers, sailing from Seattle or Vancouver to Southeast Alaska. This would harm the visitor's industry throughout Southeast Alaska. Nobody wants that to happen, and I think the time is now to speak out. I have contacted my Alaska Congress-persons, but I'm just a private citizen. Republicans especially listen to voices from the business community. So I ask that someone at TBMP reach out to congressional delegations in Washington and Alaska, and ask that the tariffs and insults going on now be stopped. Your voice would be especially helpful in this. Perhaps you are way ahead of me. Thanks for your efforts. | 7 Travel Juneau                                                                                                                                                                                                                                                                                   | TBMP forwarded to Liz Perry at Travel Juneau for a response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 03/28/2025,<br>2:48 PM | Email   | Vehicle:<br>Bus/Shuttle/Taxi              | J-D Bridge   | Tour buses driving over the Douglas bridge, around the roundabout, and back into town are an all-too frequent occurrence in the past couple years. It is especially problematic when the drivers drive well below the posted speed limit of 30 mph. I followed one bus last year going 10 mph for no reason related to traffic or weather conditions. I assume the driver was simply talking up the tourists and proceeding slowly so they could get photos. So not cool!! Please remind ALL tour bus drivers to obey the speed limit - and neither exceed the limit nor go below it - unless traffic and safety require them to do so.                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 3 Alaska Coach Tours, 3 Capital Cab, 3 Crew International Tours, 3 DLux Rides, 3 Evergreen Taxi, 3 Royal Hyway Tours-HAP Alaska-Yukon, 4 M&M Tours Unlimited, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Unplugged Adventures, 3 First Student, 3 Southeast Alaska Express Pedicab, 3 Glacier Taxi & Tours | ALASKA COACH TOURS TO TBMP (forwarded to emailer): I have not responded to the poster as it seems generalized. However, I wanted to let you know our company policy. It is our company policy to adhere strictly to posted speed limits, ensuring safe and responsible driving without impeding the flow of traffic. Additionally, we do not promote or instruct our drivers to cross the bridge solely for the purpose of providing a photo opportunity. Thanks, Alicia Phillips, Juneau Division Manager, Alaska Coach Tours ROYAL HYWAY TOURS (HAP) TO EMAILER: Thank you for brining this to our attention – it's actually a topic we've been discussing. While we do want to allow our Drivers for some tours to take this route before returning to downtown, we fully agree that they need to do the speed limit when doing so or fit with the traffic flow over the bridge. This action has been allowed because it gives guests that unique view of downtown without having to transit Douglas Highway. CBJ Parks & Rec does allow commercial use at Homestead Park for the view, but a 40 foot bus can't make the left turn into that venue without blocking traffic – hence has to drive into downtown Douglas to turn around – something we aren't in favor of doing for that stop. We plan on limiting this maneuver to a handful of tours this year which will reduce the traffic itself, and we plan on using our GPS operating system to set up a geofence on the bridge so we can monitor speed throughout the summer. Best regards. Bill Hagevig, Division Manager, HAP Alaska-Yukon                                                                                                                                                                                                                                                                                                                                              |  |
| 04/14/2025,<br>dawn    | Website | Cruise:<br>Emissions<br>(referred to DEC) | Douglas      | I live in Douglas, and hate the horrible amounts of air pollution the cruise ships dump in my face for 6+ months a year. It would be REALLY NICE if someone could do something about the unregulated smog these mega Mc Barges spew while visiting my home. Thanks, anyhow. Signed, a life long resident of Juneau-Douglas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 9 Referred to AK DEC                                                                                                                                                                                                                                                                              | TBMP TO SUBMITTER: Dear ****, Thank you for contacting the tourism hotline about the ship emissions concerns you have. Unfortunately, TBMP has no jurisdiction in this area, but you can complete a complaint form with the Alaska Department of Environmental Conservation at <a href="https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints">https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints</a> . Best regards, Elizabeth                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 04/15/2025,<br>7:36 AM | Email   | Other                                     | Downtown     | We need to do something about creating recycle bins for those coming off the cruise ships. So many plastic bottles that get put into garbage cans. What can the community do to help?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 8 CBJ Docks and Harbors, 8 CBJ Parks and Recreation, 8 CBJ Tourism Department                                                                                                                                                                                                                     | DOCKS & HARBORS TO EMAILER: Good Morning ****, Thank you for the suggestion. I am sharing with our Port Operations Manager and this is something we will look into. Thanks again, Matthew Creswell, Harbormaster                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| 04/23/2025,<br>9:44 AM | Email   | Other                                     | Other (Land) | I just saw a bunch of people on segways driving up and down in the middle of Channel Drive. This may look to their naked eye like a back alley but it is a REAL ROAD that services several major businesses / employers with plenty of car traffic - ADOT, SEARHC Headquarters, DIPAC. Whoever runs this tour should know better than to allow segways to treat this REAL ROAD as a segway practice area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4 iRide Alaska/Segway Alaska                                                                                                                                                                                                                                                                      | IRIDE ALASKA TO TBMP (forwarded to emailer): I am so sorry for this call! We did our very best to comply with road rules and with Dipacs last minute request. We have remedied the problem for next year. It will not happen again. We had a presentation today at Dipac for all Cruise Ship Shorex Representatives, normally we have always presented and had Shorex Representative ride on ebikes and segways right in the parking lot at Dipac. For some reason this year, two or three minutes before the presentation, we were told by Dipac that we had to do it on the public road due to liability on their property, which made no sense to us as we have done this presentation for three years there. We tried very hard to explained that we have liability insurance that would cover an injury and they would not be responsible for any injuries and it was safer in the parking lot than the road. In the end, they were insistent that we do it on the public road. Because this did not feel very good, we actually, were in a pull out on the road in front of Dipac and had guests ride along the side of the road. I was watching them, and they were all good to stay pretty much in the bike lane. There were a few that went outside, but we quickly re-directed them. This was not our decision, and we did our very best to follow all rules of the road, nor did it feel very nice to have been notified minutes before our presentation. We have spoken with Dipac again, to make sure this does not happen again next year. During this time, there was only one car that came during the presentation. We are so sorry to have caused a problem! Just know we have figured this out for next year, and please note that as usual we correct things (even before we saw this email) to find solutions very quickly at the moment and for future events. This will not happen again in that area. Thank you, Chris King |  |

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| 04/25/2025,<br>12:05 PM | Phone   | Vessel: Whale Watching    | Auke Bay (Marine) | I would like you to give a heads up to the whale watch boats that are coming into Auke Bay Statter Harbor that they abide by the no wake zone. I have been watching them today, and there's one -- the Thundercloud -- that waited until significantly past the no wake zone piling to slow down, so that is a no-no. I am documenting these, so you might let the whale watch folks know that I will be photographing anybody that's violating that this year and I will be calling. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Lighthouse Tours, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Lost in Alaska Adventures, 4 M&M Tours Unlimited, 6 Rum Runner Charters, 2 Alaska Whale and Drone Tours, 6 Undisclosed Excursions, 2 Morsa Marine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | GASTINEAU GUIDING TO TBMP: Hello! Thanks for the heads up! We don't have a boat with that name so it must be another company but we will remind our captains just in case. Thank you! Steven Arends, Operations Manager JAYLEEN'S ALASKA TO TBMP: To whom it may concern -- this is Jayleen Bydlon, Owner & Operator of Jayleen's Alaska. We operate out of Andrew's Marina in Auke Bay and solely operate 6 passenger vessels with highly efficient, quiet; outboard engines. With that said, we take any input from the community very seriously & continue to make sure our employees are following the TBMP guidelines to best of their abilities. We are not operating until May 1st, 2025 for our first day of the season - however this is a great reminder to take things slow. I will be sure to remind our captains that they are under constant watch from the public and to respect the rules and regulations in place - as long as there is no medical emergency that may require them to get to the dock as quickly as possible. Sincerely, Jayleen Bydlon, Owner/Operator JUNEAU TOURS & WHALE WATCH TO TBMP: I spoke with **** on the phone after speaking with our captain. He was on board with two other captains and they all were confident that he slowed to no wake speed correctly. So while getting details from complainant, she suggested they should slow down sooner so that as soon as they hit the white buoy they are already at no wake speed. She was viewing multiple vessels from her home on the shore near the NOAA facility. We will work on strategies and practices that make our compliance with the no-wake zone more obvious. Serene Hutchinson, General Manager, Juneau Tours & Whale Watch |  |
| 04/26/2025,<br>10:20 AM | Phone   | Other                     | Other (Land)      | Good morning. Not a complaint, but this is a request to go out to all tour operators similar to what we asked people to do last year about not going into the streams and picking up salmon. We've had a lot of bear activity. I volunteer out at the Shrine probably two or three times a day to clean up the restrooms with all the tour traffic, and we've had a couple of bear in the area to the point where they have had to put all of the garbage cans in doors, and there is a sign that says please put garbage in the restrooms or in the gift shop. Could we please request that all tour operators and drivers carry garbage containers in their vehicles and have people basically haul their garbage out. Apparently yesterday a bear was down close to where people usually go and somebody tried to approach the bear. The bear took a step towards them. But people need to be cautioned that they should not approach any animals. By having operators carry garbage out it, I think, enhances the visitor experience for the beautiful places that we have and it also gives them a chance to basically act as stewards of all these beautiful places they're visiting that create memories for them. | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 4 AJ Mine Gastineau Mill, 2 Alaska Galore Tours, 3 Alaska Coach Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 3 Crew International Tours, 4 Cycle Alaska, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 3 Royal Hyway Tours-HAP Alaska-Yukon, 2 Harv & Marvs Outback Alaska, 4 iRide Alaska/Segway Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 4 Juneau Food Tours - Taste Alaska, 2 Juneau Lighthouse Tours, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 4 Kawanti Adventures, 4 Last Chance Tours, 4 Liquid Alaska Tours, 6 Lost in Alaska Adventures, 4 M&M Tours Unlimited, 6 Rum Runner Charters, 4 Treadwell: Alaska's Lost Mine, 3 Unplugged Adventures, 4 Juneau Private Tours, 4 Dangerous Water Adventures, 4 Wild Coast Excursions, 4 Breathe Alaska LLC, 4 Juneau Snorkeling, 6 Undisclosed Excursions, 2 Morsa Marine, 4 Paddle Juneau, 4 IntoAlaska, 3 Explore Juneau, 4 Juneau Local Tours | No response requested                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| 04/29/2025,<br>1:45 PM  | Website | Vehicle: Bus/Shuttle/Taxi | Downtown          | On S. Franklin St. I saw a gray van with a Treadwell sign on the door get right up on the butt of another vehicle and stay there, continuing to tailgate it. I recognized the driver of the front vehicle as ****. I know **** is a careful driver, yet the lack of reasonable following distance was very disrespectful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 4 Treadwell: Alaska's Lost Mine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | TREADWELL: ALASKA'S LOST MINE TO TBMP (forwarded to submitter): Hello, Thanks for the heads up on this. We don't have a gray van, only a very, very pitch black van. So I don't think this was us, but I've cc'd Travis for visibility since he drives our van just in case. We will always work to be mindful as tour operators. Aaron Murray                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 04/29/2025,<br>4:30 pm  | Website | Other                     | North Douglas     | I found garbage under a tree on the Rainforest Trail out North Douglas. It was a partially eaten sack lunch. I walk this trail a lot and have never seen garbage thrown on the ground like that. Tours recently started up again and it appears to be a sack lunch that would be part of a tour.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2 Gastineau Guiding, 4 iRide Alaska/Segway Alaska, 4 Juneau Private Tours, 4 Breathe Alaska LLC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | GASTINEAU GUIDING TO TBMP (forwarded to submitter): Thank you for letting us know! Our company doesn't provide sack lunches on our tours, only granola bars and trail mix which we individually hand out. We also discourage our guests from eating on trail during our tours for bear safety, usually confining snack consumption to time on the bus, so hopefully this garbage wasn't left by one of our guests (but it's always possible!). Regardless, we will remind our employees to regulate food on the trail and to help gather any garbage during our tours. Thank you! Steven Arends, Operations Manager BREATHE ALASKA TO TBMP (forwarded to submitter): The Breathe Alaska experience that uses the Rainforest Trail begins on 5/15/2025. We have not had staff or guests on the trail yet this season. Warmly, Cindee Brown-Mills, Chief Breathing Officer JUNEAU PRIVATE TOURS TO TBMP (forwarded to submitter): Juneau Private Tours is permitted for that trail, but have not even used it this year so it would not be from my company and we don't provide sack lunches or let people take garbage out of the vehicles. Thank You, Dave Harmen IRIDE ALASKA TO TBMP: (forwarded to submitter): Our company (iRide Alaska) does not do snacks in lunch bags. We do a small trail snack that our guides distribute and collect trash before we leave. However, our guides are trained to keep their eyes open for trash and to pick it up along the way. So we will continue to do our part for keep our community looking good. We have seen some school groups out there recently, it might be a good idea to touch base with them as well just as a reminder. Thank you, Chris King                                  |  |

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| 04/30/2025,<br>11:06 AM | Phone | Vessel: Whale<br>Watching | Auke Bay (Marine) | This is ****. I'm going to be working out on the dock out on Auk Nu Drive at high tide today with a boat and we'll be on the side of the dock. So I was just calling if all the whale watching operators could please follow protocol and maintain proper speeds, and please just make a note to let everybody know that at high tide we will have people working on the dock today for probably about an hour and a half, probably from 3:00 till 5:00. If you have any questions, please call me. Thank you.                                                                                                                                                                                                                                                                                                      | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Lost in Alaska Adventures, 4 M&M Tours Unlimited, 6 Rum Runner Charters, 2 Alaska Whale and Drone Tours, 6 Undisclosed Excursions, 2 Morsa Marine, 6 Angler's Choice Alaska | JUNEAU TOURS & WHALE WATCH TO TBMP: We won't be on the water at this time but I passed on to our team. Thanks! Serene Hutchinson, General Manager |                                                                                          |
| 05/01/2025,<br>3:04 PM  | Phone | Vessel: Whale<br>Watching | Auke Bay (Marine) | Last week, I was reporting some violations of the No wake zone in Statter Harbor by the through the wildlife and whale watch folks, and since then they have done a remarkable job of abiding by the No wake zone. So I just wanted to let them know that I applaud them. Unfortunately, there are others that are not. So I think the global heads up to all the whale watch folks in the Statter Harbor area would be advisable. I'm just observing and taking pictures of Eagle Charters' Willow May, and they need to be reminded that the No Wake zone does not start at the breakwater. It starts at the white pylon and I have pictures to back up all the references, and if there's other violations, I will let you know. Thank you.                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | TBMP: Willow Mae is owned by Eagle Charters in Elfin Cove, who is not a member of TBMP.                                                           |                                                                                          |
| 05/05/2025,<br>11:54 AM | Email | Aircraft                  | Auke Bay (Land)   | Another tourist season, another year of rattled nerves and lower quality of living in our homes, where some of us actually are trying to concentrate at our jobs, others just trying to enjoy our private dwellings, while they vibrate from hours upon hours of helicopter traffic. I honestly don't even know why I send these messages. TBMP is an industry group, advocating for only things that benefit industry, Amanda Pierce never responds to messages from the public, The assembly and city government seems to be have completely caved as the industry has dropped almost all pretense of needing to even inform the city of it's plans, let alone be limited in any way by local government or community interests. At least I can pass on the favor of being annoying. Sincerely, Auke Bay resident | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | No response requested                                                                                                                             | Email was also sent to CBJ: Katie Koester, Robert Barr, Alex Pierce, and the city clerk. |

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| 05/05/2025,<br>12:00 PM | Website | Other | Other (Land) | <p>I'm sure you get lots of complaints. I just wanted to say that the tourist provide a great benefit to our community. Don't get bogged down with all the nay sayers.</p> | <p>2 49th Fathom Charters, 2 Above and Beyond Alaska, 4 AJ Mine Gastineau Mill , 3 Alaska Fjordlines Inc, 2 Alaska Galore Tours, 4 Alaska Icefield Expeditions, 3 Alaska Coach Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 5 Alaska Shirt Company, 2 Alaska Tales Whale Watching, 7 Alaska Tour Sales, 2 Alaska Travel Adventures, 7 Alaska's Capital Inn, 5 Alaskan Brewing Co, 0 Alaskan Dream Cruises, 2 Allen Marine, 6 Anchor Point Lodge, 7 Arctic Jupiter, 3 Capital Cab, 4 Capital City Sightseeing, 7 Captain Summers Marine Services LLC, 0 Carnival Cruise Lines, 8 CBJ Tourism Department, 5 Celebrity Jewelers, 5 Changing Tides, 6 Chum Fun Charters, 1 Coastal Helicopters, 3 Crew International Tours, 7 Cruise Line Agencies of Alaska, 0 Cunard Line, 4 Cycle Alaska, 0 Disney Cruise Line, 3 DLux Rides, 2 Dolphin Tours LLC, 7 Downtown Business Association, 3 Evergreen Taxi, 7 Experience Juneau, 5 Forbidden Peak Brewery, 7 Franklin Dock Enterprises, 2 Gastineau Guiding, 4 Glacier Gardens Rainforest Adventures, 5 Glacier Smoothie Soaps LLC, 4 Gold Rush Dog Tours, 7 Goldbelt Seadrome Marina, 7 Goldbelt Security, 4 Goldbelt Tram, 3 Royal Hyway Tours-HAP Alaska-Yukon, 2 Harv &amp; Marvs Outback Alaska, 0 Holland America Line, 7 Icy Strait Point, 4 iRide Alaska/Segway Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 7 Juneau Economic Development Council, 4 Juneau Food Tours - Taste Alaska, 2 Juneau Lighthouse Tours, 7 Juneau Ranger District, 6 Juneau Sportfishing, 2 Juneau Tours &amp; Whale Watch, 5 Juneau Trading Company, 2 Juneau Whale Tours, 4 Kawanti Adventures, 4 Last Chance Tours, 0 Lindblad Expeditions, 4 Liquid Alaska Tours, 6 Lost in Alaska Adventures, 4 M&amp;M Tours Unlimited, 4 Macaulay Salmon Hatchery, 3 Mendenhall Taxi, 1 Northstar Helicopters, 0 Norwegian Cruise Lines, 0 Oceania Cruises 3, 0 Princess Cruises, 0 Regent Seven Seas Cruises, 6 Rum Runner Charters, 0 Seabourn Cruise Line, 6 Shelter Lodge, 7 Silverbow Inn and Suites, 7 Southeast Conference, 7 Sunshine Water Taxi, 3 Taku Taxi, 1 TEMSCO Helicopters, 5 Tracy's King Crab Shack, 7 Travel Juneau, 4 Treadwell: Alaska's Lost Mine, 5 Trove 20, 0 Uncruise Adventures, 3 Unplugged Adventures, 0 Viking Cruises, 7 Whale SENSE, 4 Wings Airways, 7 Woo Hoo Tours, 7 Melino's Marine Services, 4 Juneau Private Tours, 2 Alaska Whale and Drone Tours, 4 Dangerous Water Adventures, 5 Alaska Shirt Company Extended, 4 Wild Coast Excursions, 7 Alaska Sailing Expeditions, 4 Breathe Alaska LLC, 7 Camp Manito-Wish YMCA, 3 First Student, 5 Alaska Juneau Mining Company, 5 Alaska Knifeworks, 7 Jorgenson House, 7 Juneau Empire, 4 Juneau Snorkeling, 6 Undisclosed Excursions, 6 Waters Edge Lodge, 5 Caribou Crossings, 6 Noble Eagle, 3 Southeast Alaska Express Pedicab, 2 Morsa Marine, 4 Alaska X, 6 Angler's Choice Alaska, 7 Access Juneau, 7 Juneau Mobility Rentals, 4 Paddle Juneau, 6 Apex Lodge &amp; Charters, 4 IntoAlaska, 3 Explore Juneau, 3 Goldbelt Transportation, 4 Juneau Local Tours, 6 Pybus Point Lodge, 0 The Boat Company, 5 The Grind Coffee Company, 3 Alaskan Pedicab Tours, 6 Adventure Fishing Tours</p> | <p>No response requested.</p> |  |
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| 05/05/2025,<br>9:00 PM      | Phone   | Cruise: Visual               | Downtown          | Well, hello there folks at TBMP. This is ****. I live up on Seventh Street here in downtown Juneau. It's nine o'clock here on Monday night, and instead of joining the view of Mount Jumbo, I'm looking at the large screen on the back of the Norwegian Joy. So I know it's early in the season, maybe you could give those folks a call and let them know that I don't really appreciate the TV view. I've got a lovely view here as it is. Appreciate you folks letting them know, and I appreciate you doing all the work you do to make it work here. Thank you very much. You can give me a call back at ****. Feel free to give me a call or a ring anytime you. | 7 Cruise Line Agencies of Alaska                                             | CLAA TO CALLER: Good afternoon, We have notified the line of this error. We have reminded the vessel officers on-board in charge of this as well. It was an oversight; they apologize and are correcting the issue. Best regards, Andrew Green, Port Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 05/05/2025,<br>all day long | Website | Other                        | Thane             | deckhand dave. burning trash on the beach, pouring diesel on the beach (and filing a restraining order against the person who reported him)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                              | TBMP: Deckhand Dave's is not a member of TBMP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 05/06/2025,<br>1:07 PM      | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Mendenhall Valley | Around 10:45 this morning, Tuesday. May the 6th, out on Montana Creek Road between the Back Loop and Skaters Cabin there was a white bus with "Alaska something" on it. The license plate was JET 880 and it was just belching thick, stinky exhaust smoke all the way down the road . Once it got on the highway and started going faster it wasn't quite as bad.                                                                                                                                                                                                                                                                                                      | 2 Above and Beyond Alaska, 2 Alaska Travel Adventures, 4 Liquid Alaska Tours | ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to caller): Good afternoon. Thank you for logging this concern. We were alerted of a potential mechanical issue with this vehicle earlier this morning. The vehicle was pulled from today's dispatch and is currently being evaluated by our mechanic. All the Best, Ryan Rushton, Vice President - Operations<br>ABOVE & BEYOND ALASKA TO TBMP: Thanks Elizabeth for sending this over. This is not one of our vans. Thank you, Liz Barlow, Director of Operations<br>LIQUID ALASKA TOURS TO TBMP: This is not a Liquid vehicle. Thank you!!!! Sincerely, Jeff Fanning, President                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 05/06/2025,<br>Around 7-8pm | Website | Vessel: Whale Watching       | Auke Bay (Marine) | Watched the Beacon boat stay on step till the breakwater , come on there is a no wake bouy and sign for a reason. I get its late in the evening but don't wake the harbor just cause your in a big rush . Just slow down maybe 500 yards from to bouy to avoid this . The big boats throw the biggest wakes they should be slowing down the farthest out .                                                                                                                                                                                                                                                                                                              | 2 Juneau Lighthouse Tours                                                    | JUNEAU LIGHTHOUSE TOURS TO TBMP (emailed submitter also but email bounced back): Hello, Thank you for your report that Beacon was travelling too fast through the "no-wake" zone in Auke Bay. I have spoken with the crew and reinforced the importance of this regulation being followed. I apologize for thier failure to follow the rules. I was hoping that you might have a video to share about this? If so, it would help me in training our crew of what not to do. Thank you, Louis Juergens                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| 05/07/2025,<br>12:40 PM     | Website | Aircraft                     | Downtown          | Last summer the helicopters were flying over the Highland Drive subdivision and the noise was unbelievable. This 2025 season it is occurring again with several helicopters returning to their base mid day and evenings. Again, over houses flying at around 300/400 feet estimated. Very loud. In the past they flew down the channel and that meant less noise. We'd appreciate it if you can get them to resume flying the channel route. Thank you.                                                                                                                                                                                                                | 1 Northstar Helicopters                                                      | NORTHSTAR HELICOPTERS TO SUBMITTER: ****, Thanks for this. This is the time of the year I expect to see a few mistakes from our new pilots, however we really haven't gotten much flying in yet due to the weather. I checked with our company instructors and the route is being taught correctly, and you are right our tour helicopters should be mid channel as they are passing the highland area. Couple questions for you. Can you tell if the aircraft that are flying over highland are blue in color? When you state that they are returning "mid-day and in the evenings" this makes me think that the aircraft you may be seeing (or hearing) are a handful of utility helicopters doing work down on the annex power station. The project has been going on for several years now. For our part, NorthStar operates several tours out of the base formerly run by ERA helicopters on North Douglas. When weather allows we always try to use the route that leaves the heliport and almost immediately turns up Salmon Creek and on to the icefield. This is our preferred route and provides for the least amount of noise for the community. However when the ceiling is lower we have to fly down the channel and again you are correct that on the inbound leg our aircraft should be tracking mid channel as they pass the area abeam Highland. They should also be crossing the bridge at 2000' and descending to be at 1000' when abeam the antenna near Salmon Creek. Please feel free to reach out directly to me if you see any blue helicopters overflying Highland Subdivision and if you can provide an exact time of day when it happens that can be very helpful in finding out who and why it occurred. Thanks again, Jason Kulbeth, Director of Operations |  |
| 05/09/2025,<br>3:20 PM      | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Downtown          | Hi, good afternoon. I just want to report that I saw HAP bus number 1280 Downtown Juneau May 9th driving with no rear license plate. Thank you. [image provided]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 3 Royal Hyway Tours-HAP Alaska-Yukon                                         | ROYAL HYWAY TOURS TO CALLER: ****, Thank you for bringing the below to our attention. It's very confusing (for us too) but commercial vehicles are required to place their plates and tags on the front of the vehicle vs. the rear (like everyone else does). I think this is due to weigh stations, but I'm not 100% sure. You'll see some buses around town with plates on the front and back, but the tags are in the front. These vehicles pre-existed the change. Coach 1280 is fairly new to Juneau and has the correct plates on the front (you'll see the same thing with Capital Transit as their buses have plates on front and back except for the newer electric buses – they are front only). I hope this clarifies things and, again, thank you for bringing this to our attention. Bill Hagevig, Division Manager, HAP Alaska-Yukon                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| 05/10/2025,<br>4:10 PM      | Phone   | Vessel: Other                | Auke Bay (Marine) | Hello. My name is ****. I would like to have the Dangerous Waters jet ski folks to slow down at the appropriate time in Statter Harbor. At 4:05 today, which is the 10th of May, Saturday, they continued to create awake with their tour until they got to the breakwater at Statter Harbor and even then there's some of the riders that were creating a wake by spinning their machines around quickly. So this is unacceptable behavior and I would appreciate you notifying them that they need to abide by the No Wake Zone as everybody else is. Thank you.                                                                                                      | 4 Dangerous Water Adventures                                                 | DANGEROUS WATER ADVENTURES TO TBMP: We have received this information and it has been addressed immediately. This will no longer be an issue. In addition, I have tried to reach out to the complainant but have not received any response. Dangerous Water Adventures prides itself on safe and responsible travel on the water and sets a very high safety standard. If anyone has any issues feel free to call me personally at 1-916-990-4713. Thank you, Steven Moll, Adventure Guide                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |

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| 05/10/2025,<br>5:24 PM  | Email   | Other                                     | Mendenhall Valley          | This van belonging to your company is parked on our private property in a space used for people with disabilities. It's very frustrating you took no interest whatsoever in correcting this problem and decided to make it worse by parking illegally, the police can enforce disability space misuse even on private property. We are asking you once again to correct this problem or we will call JPD and have the vehicle ticketed and towed and your employees trespassed from our property.                                                                                                                                                                                                                                                                                                                                         | 2 Alaska Travel Adventures                                                       | ALASKA TRAVEL ADVENTURESS TO EMAILER: Good afternoon. We responded to **** directly when he emailed the same complaint outside of TBMP. The ATA employees who live at the unit have been reminded to park only in spaces that are designated to us as tenants in this housing unit. Employees have also been told to never to use the handicapped space. I have provided my direct number to **** in case he has any further issues. All the Best, Ryan Rushton, Vice President - Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| 05/11/2025,<br>11:50 AM | Phone   | Vehicle:<br>Bus/Shuttle/Taxi              | North Douglas              | Hey, it's ****. I'm just coming into town. It is about 11:50. I was passed by an ATA blue bus on N Douglas going at least 55 miles an hour. We have a 45 mile an hour zone in our residential highway. This is the third time this week I have been passed. I will continue to call you right as this happens, it's an ongoing problem on N Douglas. The other two were Segway van tours earlier in the week, and it's a grave concern, especially as we look at the unmitigated tourism expands out N Douglas right now. There is also a huge plume of smoke coming on one of the five ships that are in. And it's just I'm going to say not the best way for me to be in my Mother's Day. So thank you for listening and I look forward to any correspondence, I will be out of town and remote for the next 8 days. Thank you so much. | 2 Alaska Travel Adventures, 7 Cruise Line Agencies of Alaska, 0 Princess Cruises | CLAA TO CALLER: Good morning, Thank you for your call to the hotline. Regarding the smoke is it possible to recall which dock this may have been coming from? We are trying to pinpoint the ship. At this time there would have been 3 ships in port on a 4 ship day. The Anthem of the Seas was just arriving at that time at the Alaska Steamship Wharf under maneuvers the others would have been in hotel mode or connected to shore power. Best regards, Andrew Green, Port Director<br>PRINCESS/HOLLAND AMERICA/SEABOURN TO CALLER: Thank you for your comments and fully understand that fog horns required by USCG, and international safety regulations can be disturbing here and in many other seaports around Alaska and the world. Unfortunately, there is no clearly developed technology that exempt vessels from these regulations, and thus, the safest manner in which to make other vessels aware of your presence when visibility is low is the use of the ship's whistle. Below from TBMP which also comes from USCG: SOUNDS OF A PORT: Included as part of the operating procedures of any large vessel is the need, requirement, and ability to signal other vessels in the area of their position (in areas of restricted visibility) and of their intentions (when under way or getting under way). These signals are required for safe navigation. In addition, many small vessel operators may not have or may not consistently monitor their VHF radios. Therefore, the only way for large vessels to communicate (regardless of visibility issues) is via sound signals. This is a common practice in the maritime industry around the world. The USCG regulations require vessels to use their whistles to signal when they are in an area of restricted visibility, which is defined as "any condition in which visibility is restricted by fog, mist, falling snow, heavy rainstorms, sandstorms, or any other similar causes." The USCG defines a ship's whistle as any sound signaling appliance capable of producing the prescribed blasts and which complies with the specifications in Annex III to the USCG regulations. This whistle must meet USCG specifications for audibility. For vessels 200 meters in length or more, which encompasses most large cruise ships calling in Juneau, the sound must produce 143 db of sound one meter from the whistle in the direction of maximum intensity and be audible for two nautical miles in the direction of maximum intensity. This is why a ship's whistle may sound quite strong if one is positioned directly in front of the ship. Kirby Day, Government and Community Relations - Alaska<br>ALASKA TRAVEL ADVENTURES TO CALLER: Good afternoon, ****. I left a voicemail message for you with my direct number. We have spoken with the driver of our bus, and I would like to discuss the actions we have taken in the matter. I look forward to hearing from you when you have an opportunity to call. All the Best, Ryan Rushton, Vice President - Operations |  |
| 05/11/2025,<br>12:30 PM | Website | Cruise:<br>Emissions<br>(referred to DEC) | Gastineau Channel (Marine) | Anthem of the Seas. This cruise ship came all the way down the channel to the dock spewing black smoke and smoking up the channel on one of our first nice days!! There were 4 other ships in that same day and they were all being very cautious about being good for our environment and community.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 9 Referred to AK DEC                                                             | Referred to DEC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 05/13/2025,<br>1:30 PM  | Website | Aircraft                                  | Auke Bay (Land)            | **** helicopters flying so low and slow it rattles the **** windows. Can someone PLEASE explain to me that given the operational space given why they CHOOSE to fly directly over homes when it is not necessary?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters             | COASTAL HELICOPTERS TO TBMP (forwarded to submitter): Good Afternoon, Thank you for submitting your comments about the helicopter noise. Coastal Helicopters operates tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA), the Juneau Tower Helicopter LOA and FAA. Our route choice is based on weather, ceiling levels and ALL other air traffic. For future comments, please provide location and time so we can take that information and review our flight tracking system. We will be able to see if the pilot(s) did get off course, in which, we can address the team during our morning briefings - and if needed, provide additional route training. Please reach out with any questions or concerns. Kind Regards, Sarah Lowell, General Manager<br>TEMSCO HELICOPTERS TO TBMP (forwarded to submitter): Hello, At Temsco we strive to cross Pederson Hill at 2000 feet and no lower than 1500 feet. Operationally the approach does not work to be any higher than that on the Auke Bay arrival. Thank you, Eric Main, Juneau Flight Operations Manager<br>NORTHSTAR HELICOPTERS TO TBMP (forwarded to submitter): On this day NorthStar did have flights over Auke Bay and each one flew the routes as depicted and at a minimum of 2000'. I personally was flying this day and can confirm this. NorthStar will not fly the Auke Bay route if we cannot consistently reach 2000' before crossing the shoreline. Jason Kulbeth, Director of Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |

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| 05/13/2025, 12:41 PM  | Email   | Aircraft                  | Other (Land)    | With the start of the 2025 tourist season it appears that Coastal Helicopters is NOT flying the route outlined in Juneau Airspace Letter of Agreement, version 29. Page 9 of that LOA clearly shows the route in green and red to be out over Favorite Channel when the helicopters fly north to Herbert Glacier and return to their base. Again this summer they are flying east of Glacier Hwy up over Aant'iyek Park Disc Golf Course. I have attached a copy of the route from the LOA and I drew a RED line showing their approximate route. Sure wish this issue could be addressed and Coastal would fly north and south where they are supposed to be. Thanks for your attention in this matter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1 Coastal Helicopters                                                                                                                                                                                                                                                                                                                                     | COASTAL HELICOPTERS TO TBMP (forwarded to emailer): Good Afternoon, Thank you for submitting your comments about the helicopter noise. Coastal Helicopters operates tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA), the Juneau Tower Helicopter LOA and FAA. Our route choice is based on weather, ceiling levels and ALL other air traffic. Here is a snapshot of the route per the JNU Helicopter Ops LOA between the helicopter operators and the JIA Traffic Control Tower, revised and instated May 28th, 2024. [image of map] It is slightly updated from the screen shot you shared from page 9. However, thank you for bringing this to our attention. We have discussed the flight paths with our pilots and how important it is to stay within those routes (as best/safe as weather will provide). If you continue to see this, please don't hesitate to reach out again. Kind Regards, Sarah Lowell, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                      |
| 05/13/2025, 4:30 p.m. | Website | Vehicle: Bus/Shuttle/Taxi | Other (Land)    | Multiple buses and the trolley are not parking in the designated spots for tour operators at the Brotherhood Bridge parking lot (5/9, 5/11, 5/12, 5/13). Instead, they are parking right by the entrance to the trail creating pedestrian congestion ie. a bottleneck at the entrance to the park trail, impeding trail users like myself. Today Last Chance Tours was in the yellow zone which is a ramp so that wheel-chairs can access the trail. I did talk with one driver (Harv N Marv) and asked if he knew about the bus parking; he said yes but he wanted to park closer for his clients. TBMP Best Practices "Agreements Regarding Transportation and Vehicles" section says that "parking for commercial vehicles shall be in designated spaces" p. 8. Note that a lot of public feedback was given at the CBJ commercial permit meeting last year about the problematic congestion at the Brotherhood Bridge trailhead. Please direct buses to designated spots so congestion at trailhead is mitigated. You may want to consider posting "No commercial loading" signs at trailhead. Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 3 Alaska Fjordlines Inc, 2 Alaska Galore Tours, 3 Alaska Coach Tours, 2 Alaska Travel Adventures, 2 Gastineau Guiding, 3 Royal Hyway Tours-HAP Alaska-Yukon, 2 Harv & Marvs Outback Alaska, 2 Juneau Tours & Whale Watch, 4 Last Chance Tours, 4 M&M Tours Unlimited, 4 Juneau Private Tours, 4 Juneau Local Tours, 4 Alaska on Tap, 4 Capital City Tours | JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Hello! Thank you for bringing the parking issue to our attention! I am the manager of the trolleys and we just did a full company "field trip" on Saturday in one of our trolleys demonstrating exactly where we can park. Do you happen to know if any have been spotted in the wrong place since then and if so on which exact day? I will fix it I promise!! Kindest regards, Serene Hutchinson HARV & MARV'S TO SUBMITTER: All drivers have been reminded again to load/unload/park in designated areas. Thank you for bringing this to our attention. Jamie Letterman, Chief Admin Officer HAP ALASKA-YUKON TO TBMP (forwarded to submitter): Thanks. We haven't been out there yet this season, but a good training tool on what not to do or say. Bill Hagevig, Division Manager ALASKA FJORDLINES TO TBMP (forwarded to submitter): I received the TBMP email about drivers parking in the wrong location at Brotherhood Bridge. It is noted that you don't park in front of the trailhead. Alaska Fjordlines has not started operating yet, but we will be on May 18th. I will let our drivers know. Thanks, Alison Jacobsen GASTINEAU GUIDING TO TBMP (forwarded to submitter): Good Morning! Thank you for letting us know! We will make sure to remind our drivers where to park at Brotherhood Bridge, which for us is the B Zone. Thank you! Steven Arends, Operations Manager ALASKA COACH TOURS TO TBMP (forwarded to submitter): Thank you for reaching out. Our policy is to park only in the designated commercial bus spots. On May 5th, we conducted a driver training on-site where we specifically addressed approved parking locations as a company. We'll continue to reinforce this policy with our drivers to ensure compliance. We appreciate your feedback and commitment to keeping things running smoothly. Thanks, Alicia Phillips, Juneau Division Manager LAST CHANCE TOURS TO TBMP (forwarded to submitter0; Oh my goodness! So sorry! I just saw our name in the complaint! I notified my Tour Guide and he apologized and is all set for the future. Our apologies and we will be perfect in the future! at least do our best to try! Thank you so much! Suparna |                                                                                                                                                                                                                                                                                      |
| 05/13/2025, 6:12 PM   | Phone   | Aircraft                  | Auke Bay (Land) | FIRST CALL: It's May 13th at 6:10 PM. I'm inside my house inside of Auke Bay harbor, lying down, and the helicopters are flying so low that they disturb my quiet enjoyment inside of my house at 6:00 at night, and they don't need to make money inside of my house at 6:00 at night. If they want to fly helicopters, the can fly them during the day and take a break at night. I do not want to listen to people make money from tourism. I do not have to listen to you make money at night inside my own house for your industry. You figure this out during the daytime. Some place, some other time. Give me a call. Let's have a chat on what is civilized behavior in the municipality for decades at a time. SECOND CALL: Hi, it's **** calling again about the helicopter noise inside my house on May 13th. It's now 6:19 PM. Since I called at 6:11 PM, there has been no interruption in the helicopter noise inside of my home after 6:00 PM. I do not have to listen to this go on and on and on by fleets of helicopters coming to and fro and to and fro in groups of five and six that take minutes to pass us by. They overlap other groups of five or six helicopters that are flying back and forth and back and forth and back and forth, and it becomes an interrupted stream of noise inside of my home that I can do nothing about because you are unresponsive for decades at a time. It irritates people to no end. Call me...let's discuss. Would love to have this chat with you. THIRD CALL: Hi, it's ****. It's 6:23 and there were three helicopters that just left Mendenhall Peninsula flying towards JIA. They could be TEMSCO but it doesn't really matter. They all have the same answer and the same attitude, the same destination. It just doesn't matter. Nobody can say anything to make any difference. decades at a time. So, 6:23, three more headed your way. They'll be back and forth, back and forth, back and forth inside my house. I can hear every single stroke of the blade. | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                                                                                                                                                                      | TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Hello, Temsco has been using Auke Bay as an agreed upon flight route and only as a return route from the glacier when appropriate as weather dictates. We have had no deviations from prescribed altitudes or routes and are currently operating well within the TBMP guidelines for hours of operation. Thank you, Eric Main Juneau Flight Operations Manager COASTAL HELICOPTERS TO TBMP (forwarded to caller): on weather, ceiling levels and ALL other air traffic. For future comments, please provide approximate time and location so we can take that information and review our flight tracking system. We will be able to see if the pilot(s) did get off course, in which, we can address the team during our morning briefings - and if needed, provide additional route training. Kind Regards, Sarah Lowell, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CALLER TO TBMP FOLLOWUP: Thank you, it's the parts (helicopter tour operators) that don't add up to a whole (civilized air space in the municipality, aka JIA stewardship, active management in a changing environment, regional significance, and the long term facility synopsis). |

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| 05/13/2025, Unknown | Website | Other                               | Douglas                    | Why are there so many tourists now in north Douglas the last couple years? Segways, bikers, hiking groups on most of the trails and pull outs. I thought false outer and fish creek were off limits.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 8 CBJ Parks and Recreation                                           | TBMP forwarded to the submitter an email from Dave Pusich at JNU Parks & Recreation explaining permitting for commercial use in North Douglas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 05/14/2025, 2:44 PM | Website | Vehicle: Bus/Shuttle/Taxi           | Mendenhall Valley          | While walking to Wells Fargo in my neighborhood a Ship Agent van passed within two feet of me. Drivers should be reminded that safety is the first priority.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 7 Cruise Line Agencies of Alaska                                     | Hi ****, I have conveyed to our dispatcher to review with our drivers. They should be much more attentive. If you have a time of day that this occurred we may be able to pinpoint the driver. Thank you for your call. Best regards, Andrew Green, Port Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 05/14/2025, 8:07 AM | Phone   | Cruise: Emissions (referred to DEC) | Gastineau Channel (Marine) | I'm calling to complain about the Norwegian Jade that has a big plume of blue smoke as it's sunning up Gastineau Channel. I'd like a call back, and I'd like to know if that ship is equipped with diesel particulate filtration and whether it's running heavy fuel oil or ultra-low sulphur diesel or marine gas oil. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 0 Norwegian Cruise Lines, 9 Referred to AK DEC                       | NORWEGIAN CRUISE LINES TO TBMP (forwarded to caller): Good morning, The Norwegian Jade was operating on MGO at the time the complaint was received. We have not reached out to the individual directly. Please let us know if we can assist further. Cheers, Sarah Ferguson-Brown, Sr. Director, Environmental Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
| 05/14/2025, 8:14 AM | Email   | Cruise: Emissions (referred to DEC) | Downtown Docks             | Around 9pm on May 9, the Princess cruise ship at the South Franklin dock was belching black smoke continuously such that it formed a cloud hanging over the dock. It was disgusting and concerning. Please see attached photos, though the dim light does not do the cloud justice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 0 Princess Cruises, 9 Referred to AK DEC                             | TBMP REFERRED EMAILER TO AK DEC. PRINCESS CRUISE LINES TO EMAILER: Grand Princess arrived on May 9th at approximately 10:00am and after re-commissioning its shore power connection, was connected to shore power for approximately 9 hours. This would have been a period of time during which there were no or minimal visible emissions from the vessel as she was plugged into shoreside electricity. Preparing to depart, the vessel had to restart her departure engines. After sitting "cold" for nearly 9 hours, the starting of the generators can create visible emissions for a short period of time. While visibly unpleasant I agree, this was within compliance with visible emissions regulations. Once the engines were online, the visible emissions dissipated to normal. We will attempt to improve the situation the next time Grand Princess is faced with this scenario. Kirby Day, Government and Community Relations – Alaska                                                                                                                                                                                                              |  |
| 05/16/2025, 6:34 PM | Phone   | Aircraft                            | Auke Bay (Land)            | This is *** calling to complain about the helicopter noise. You know, this is something that just destroys the summer and this afternoon (it's 6:30 on Friday, May 16th) I can see just two helicopters flying over Peterson Hill (specifically it is a nice hill between Auke Lake and Swampy Acres), and it's just this constant thrum and drum beat of helicopters. We need to figure out how to make them quiet, either by changing the rotors, by getting them higher, by changing their patterns. I don't want to just send this over to somebody else's house, but there needs to be some real serious cooperation because someone else's pleasure is absolute destruction for mine, and I shouldn't have to keep turning the television up louder and louder to drown out the sound of the helicopters. This is only the middle of May. We haven't even had a day to sit outside and enjoy the sunshine on the deck. So I'm registering my complaint now. I'll do it again. The helicopters appear to be blue, which makes me think they're NorthStar. They're a fine operation. They do good work, but they are so annoying to those of us who can't move our houses away from the pattern. Let's try to find a solution. And figure out how to make this quieter so that we can exist with them. Thanks. | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Hello, Temsco is following a prescribed route at prescribed altitudes in accordance with TBMP guidelines for hours of operations. We are always welcome to feedback and different ideas to implement for best practices within the community. Thank you, Eric Main, Juneau Flight Operations Manager<br>NORTHSTAR HELICOPTERS TO CALLER: Thanks **** for your comments. As I've stated in the past, NorthStar still prefers to use the Auke Bay route or the Blackerby route when weather allows. What you are describing is the Mendenhall route and we will use this when either of the others are not available due to weather. I was personally flying this day and can confirm that the majority of flights were flown on the Auke Bay route but we did have lowering ceilings later in the afternoon. I looked back at our flight tracking record and we did have a flight of two helicopters come inbound to the airport at roughly 6:30pm on this day on the Mendenhall Route. We appreciate the compliment and will continue to fly the other routes when we can. Jason Kulbeth, Director of Operations |  |
| 05/18/2025, 1:46 PM | Phone   | Aircraft                            | Auke Bay (Land)            | Dear Helicopter Operators at JIA, Why even bother participating in the program? It's proven to be for pointless, without destination, self serving consumerism. There is not a public benefit after 10 hours each and every day, it's making profit at the detriment of the tourism industry, a noise invasion of people's homes, private property, and public lands. If you can't run a profitable helicopter sight seeing operation between JIA and Mendenhall Icefield inside of 10 hours a day, please relocate to a better suited community or otherwise reinvest in the tourism industry so as to result positive outcomes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | No response requested                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 05/19/2025, 1:00 PM | Website | Vehicle: Bus/Shuttle/Taxi           | Other (Land)               | Alaska Independent Tours? Big white bus # 138, Plate#-KDN337? The bus pulled out in front of myself and another car from the Allen Marine Dock around 1:00 pm today. We were going 50 mph and had to slam on our brakes to avoid hitting the bus. This is a common occurrence with big busses pulling out of that dock.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3 Alaska Coach Tours                                                 | ALASKA COACH TOURS TO TBMP (forwarded to submitter): Thank you for bringing this to our attention. We take safety very seriously and will speak with our drivers—specifically regarding the driver for bus #138—about the importance of waiting for traffic to clear before pulling out. We understand your concern and appreciate you taking the time to share this feedback with us. Thanks, Alicia Phillips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |

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| 05/20/2025,<br>4:43 PM  | Phone | Crossing Guards              | Downtown        | Hi I am just wondering why we don't have crossing guards on Tuesdays, 2 Tuesdays in a row. I've driven through around 4:00 and there's no crossing guards, tourists crossing everywhere. It's crazy. Thanks so much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 7 Goldbelt Security                                                  | GOLDBELT SECURITY TO TBMP (forwarded to caller): Each of these ships has the capacity of at least 5K passengers plus crew. Potentially 20-25K visitors on the streets and buses. Juneau population as of 2023 32K. Weather conditions (Sunny). Dock locations, Bus Loading locations tour bus departure/arrival times. Local residents arrival/return to/from work. Local companies with delivery responses to local business's for merchandize. All of the above effects the time it takes to travel through Marine Way/So. Franklin St. Visitors' attention to Crossing guards. Even with staffing of 5 cross walks the ability to minimize delays in vehicle traffic versus pedestrians is marginal. Local Jay walking ordinance --- Illegal Jaywalking is technically illegal in Juneau, Alaska, but not in the way drivers think. Pedestrians are not stopped for traffic violations unless they are in immediate danger of being hit by a vehicle1. Solution? Crossing Guard staffing. Compared to last year and the previous year's staffing is fairly good. Could It be better? More applicants are needed. Overall pay rates have increased over the past three years to compete with other seasonal positions. Crossing guard attitude- Most believe they are helping fix the problem. Some don't really understand the impact they on the flow of traffic.                                                                                                                                                                                                                                                                                                       |  |
| 05/20/2025,<br>4:56 PM  | Phone | Crossing Guards              | Downtown        | Hi this is Tuesday, May 20th, about 4:45. I just drove through downtown Juneau. There are four ships in there is not one crossing guard on any crosswalk anywhere. No sight of them. This is terrible. Not one crossing guard and four ships. Bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| 05/20/2025,<br>7:40 PM  | Email | Aircraft                     | Auke Bay (Land) | Omg! Ever since the first day of tourists, the helicopter noise over my house has been incredibly unpleasant. Here it is at 7:40 at night and it sounds like Vietnam. This is ridiculous. Even my students at Auke bay have been complaining about the noise. Please notify the city that enough is enough. Residence need to be a priority. Thank you for listening.                                                                                                                                                                                                                                                                                                                                                                                                                                          | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | No response requested                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 05/21/2025,<br>10:51 AM | Email | Cruise: Noise                | West Juneau     | I would like to report that I can hear the ship announcements this spring from in port to my yard, and somewhat home, on Nowell Avenue. Today Wednesday, May 21 at 10:36 is a perfect example. First the Ding, Ding, then the announcements. I don't want to hear the ship intercoms and I am sure they don't want to be disruptive.. Since I am at **** Nowell and we even have a good tree block right below on Douglas Highway, it seems that someone with contacts could ask that the volume be turned down and the passengers on the ship will still hear the messages. Thank you.                                                                                                                                                                                                                        | 7 Cruise Line Agencies of Alaska                                     | TBMP TO EMAILER; Thank you for contacting the hotline with your concern about ship loud speaker announcements. At the time you indicated, the Neiuw Amsterdam was conducting a safety drill, which is one of the exceptions to Juneau's port policy for ships of no outside loud speaker announcements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 05/23/2025,<br>12:38 PM | Phone | Vehicle:<br>Bus/Shuttle/Taxi | Downtown        | Today is 5/23 at approximately 12:30 in the afternoon. I have two complaints. This is a repeated problem with Gray Line pulling out of the Rock Dump and not paying any attention on the north side. From people coming from Thane, here's Gray Line license DZB 530, bus 248, pulled out right in front of me. This happened all year last year. And then? Downtown we had the same thing happen with an M&M bus. It was the green bus license, KEN 848 pulled out right in front of me at the at the tram, paying no attention and there weren't even that many cars around. I'm dumbfounded. This is a repeated problem that happened all last year and the year before I've complained about it, and I think you can tell by my voice I'm pretty upset right now. Thank you for this opportunity. Goodbye. | 3 Royal Hyway Tours-HAP Alaska-Yukon, 4 M&M Tours Unlimited          | M&M TOURS TO TBMP (forwarded to caller): Thank you for bringing this to our attention. Safety and courtesy on the road are our priorities. The license plate and timing information was very helpful as the bus is equipped with cameras. We will review with the driver and use this as an opportunity for continued training for our team. Thank you and have a good day. Jeff Fanning, Vice President ADDITIONAL M&M TOURS TO TBMP: I called **** and spoke to him directly. I apologized to him for our driver pulling out in front of him. He said that he appreciated the call and just wanted us to be more aware. I also reached out to the driver and spoke to them about being more careful when pulling out of the lot. I let them know to be more patient when pulling out of the CT lot because of all the traffic in both directions. We contacted all our drivers and let them know to be more vigilant when pulling into traffic downtown. Greg Pilcher HAP ALASKA-YUKON TO TBMP (forwarded to caller): Greetings ****, Thank you for bringing this to our attention. We have identified the driver who pulled out in front of you, and the event is under investigation. Safety is a priority and driving habits like the one coach 248 exhibited are not in alignment with our training nor our safety standards. We will address this event with the driver in question and also review situations like this with all our drivers at our next company meeting. Again, thank you for alerting us to these types of driving events so we can address the issue and make positive change moving forward. Regards, Whitney Schaeeler, Transportation Manager |  |

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| 05/23/2025, Multiple times throughout the day! | Website | Vessel: Whale Watching    | Favorite Channel (Marine) | Two of the worst boats to deal with on the water that don't give room and drive real close in the harbor and out in Favorite Channel are charter boat Pearl and lighthouse boats . Spent 30 years here and never had such problems but these boats every year are always the same, just rude and obnoxious, careless.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 2 Juneau Lighthouse Tours, 6 Rum Runner Charters                     | RUM RUNNER CHARTERS TO TBMP (could not forward to submitter as no phone was provided and the email address bounced back): I thank **** for bringing this to our attention. In reviewing with our Captains, no one recalls any close calls or crowding other than what is normal for Auke Bay. Our Captains all have multiple years of experience and do their utmost to be safe and courteous. However we all try to be more aware of other boats that may not feel comfortable in tight quarters and take that to heart. I urge any captain that feels that their mobility is being restricted by another boat, thinks that a boat is unaware of them or is uncertain of that boat's intention at any time, call on the radio, on channel 16 which should be constantly monitored by all vessels and politely call that vessel to make them aware of the situation. If that Captain feels his boat is in immediate danger, the signal is five sharp blasts on the horn. Smooth Seas, Capt. Chris Conder JUNEAU LIGHTHOUSE TOURS TO TBMP (could not forward to submitter as no phone was provided and the email address bounced back): Apologies for the delayed response. We spoke to our captains and discussed additional space around other boats. Additional efforts will be made to make space for them. Thank you, Louis |  |
| 05/24/2025, 3:45 PM                            | Phone   | Vehicle: Bus/Shuttle/Taxi | Auke Bay (Land)           | Yeah, I'm just, wanting to call about Juneau Tours and Whale Watch bus. They just blatantly pulled out in front of me coming out of the harbor. Now they're doing like 35 down Back Loop so I don't know why they're so anxious to get out of the harbor, but then go so slow on Back Loop. The tour bus number is 102.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2 Juneau Tours & Whale Watch                                         | JUNEAU TOURS & WHALE WATCH TO TBMP: Gave them a call after speaking to my driver. The driver under estimated the window of escape from Statter harbor. He will be more careful from now on. Serene Hutchinson, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 05/25/2025, 1:36 PM                            | Phone   | Crossing Guards           | Downtown                  | Hi, today is Sunday, May 25th. There are five ships in. It's 1:30. I just passed through downtown, both directions, heading back home to Thane. There are only two crosswalks with crossing guards, and it's not as bad as the other day when there were no crosswalks and crossing guards. It's very difficult to get through. Thank you. Bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| 05/25/2025, 10:33 AM                           | Phone   | Aircraft                  | Auke Bay (Land)           | **** calling about the helicopters flying low. 10:30 in the morning Sunday. All morning long can hear him from every place in the house, inside the house doors and windows close. Low flying aircraft, helicopters. 10:30 was really low. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP (forwarded to caller): Thank you for submitting your concern: Coastal Helicopters checked our flight data and we had two helicopters flying around your area during the 10:30am hour, the recorded elevation was 1800-2000 ft. It is super helpful to let us know if they are inbound or outbound and what color helicopter. If you have any other concerns or questions, please let us know. Kind Regards, Sarah Lowell, General Manager TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Good Afternoon, This morning Temsco was using Heintzelman ridge while the route was open. After that we were using the Mendenhall departure and Auke bay arrival with no cloud ceiling to contend with regard to the prescribed altitude> We were maintaining 2000' over Auke Bay. Thanks, Eric Main, Juneau Flight Operations Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 05/25/2025, 12:04 PM                           | Phone   | Aircraft                  | Auke Bay (Land)           | This is Brian Olson calling again about the helicopters flying low and farther north than what they're supposed to. They're well below 1000 feet and flying well north of the designated path, 1136. Another inbound aircraft and a helicopter. And they do not care where they're flying, they're cutting the corners.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP (forwarded to caller): Per our tracker, we did not have any helicopters flying around your area during the time stated: 11:36am. Kind Regards, Sarah Lowell, General Manager NORTHSTAR HELICOPTERS TO CALLER: Thanks ****, hope you had a good winter! I went back and checked our records and satellite tracking. NorthStar had aircraft flying the Auke Bay route throughout the day on the 25th including at times close to those you have stated. I checked every "ping" from each aircraft for the entire day, in an area spanning from the beacon on Petersen Hill to just beyond the ferry terminal. The lowest recorded "ping" was at 1837' and the highest was 2428'. The majority showed closer to 2000' which is the altitude we train our pilots to be at prior to crossing either shoreline. To the best I can tell from the tracking data it appears as though our flights were flying "the designated path" however there was a report of one instance where a pilot from a different company may have diverted slightly north while outbound due to the timing of an arrival of one of our flights when both parties converged on the narrow airspace over Petersen hill. Jason Kulbeth, Director of Operations                                                                     |  |
| 05/26/2025, 5:11 PM                            | Email   | Other                     | Other (Land)              | Hi there, I live out the road in Juneau and we see a lot of your rentals out this way. A few weeks ago I noticed a suggestion on Facebook that you should ask your customers to drive with their headlights on. I also noticed that TBMP replied that headlights aren't legally required. But on these rainy and gray days, it would really help if you would ask or require your renters to use their headlights. Your dark colored vehicles are hard to see, especially if they are stopped in the roadway to look at a bear. For their safety and ours, would you be willing to add a "headlights on" requirement to your rental agreements? I have no objection to the tours -- they are relatively low impact and when we meet your customers they are usually very nice and curious. We often talk to them and offer "local knowledge" about what they are seeing. Thanks for your consideration. | 3 Unplugged Adventures                                               | UNPLUGGED ADVENTURES TO EMAILER: Hi ****, Thank you so much for reaching out to us and your kind note. I know visitors really enjoy meeting locals away from the docks and I'm sure it means a lot to them. Last year we began reminding guests during their departure to drive with their lights on when it's dark and overcast, but we need to make sure it continues this year. I'll speak with the team and make sure it's a regular part of their meet and greet before guests leave. We also need to remind them that they should not be stopping anywhere in or near the road to look at wildlife. Thank you for letting us know, we appreciate it and hope you had a nice Memorial Day. All the Best, Jo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |

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| 05/27/2025,<br>1:15 pm  | Website | Vehicle:<br>Bus/Shuttle/Taxi | North Douglas     | Commercial van, white, no id on sides, logo on back (think there were caribou antlers). Driving too fast. This van passed me at the intersection with Wee Burn. I was driving around 45 mph (posted speed limit). The van passed me and pulled away - clearly exceeding the speed limit on our scenic road, where folks walk dogs, bicycle, and drive.                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2 Alaska Travel Adventures, 4 Gold Rush Dog Tours, 4 iRide Alaska/Segway Alaska, 4 Alaska X, 4 Paddle Juneau | IRIDE ALASKA TO TBMP (forwarded to submitter): Thank you for reaching out. I want to clarify that the van in question is not one of ours. All of our vehicles are clearly marked with Segway or eBike logos for easy identification. Additionally, I've made safety a top priority by conducting extensive training with all our guides on this very issue. To ensure ongoing compliance, I've also been performing random checks on our guides in various areas along the Douglas Highway. I've been very pleased with how well they've stayed within speed limits and how courteous they've been to other drivers. Please rest assured that we remain committed to working closely with our team to keep everyone safe on the road. Thank you, Chris King ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to submitter): Our vans have the company name on the side above our DOT number. We do not have logos on our vehicles. It does not appear any of our vehicles match the description in the complaint. All the Best, Ryan Rushton, Vice President - Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                            |
| 05/27/2025,<br>10:00 am | Website | Vessel: Whale Watching       | Auke Bay (Marine) | Observed a whale breach 50-100 feet behind Thundercloud, Boat flipped a hard U and went close or over breaching location at a high rate of speed. General driving was very aggressive. Sister boat Atlin drove fine and what I would expect from this local company.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2 Juneau Tours & Whale Watch                                                                                 | JUNEAU TOURS & WHALE WATCH TO SUBMITTER: Hello, Thank you so much for contacting us! We appreciate the details and the timely report so we can address any issue right away. That vessel is being run today with one of our most experienced captains. I spoke with him and he apologized but respectfully had a different perspective of what happened. His reply: "We were hovering in the same spot for 20 minutes and flame came out of nowhere and did a head slap next to the boat. We did not alter course or direction after the whale dove. Or turn to "get a better view" We stayed until it was clear and then exited for our return to the harbor." This does serve as a good reminder that our captains need to be vigilant at all times for other vessels on the water and never in a hurry. Thank you kindly, Serene Hutchinson, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                            |
| 05/27/2025,<br>10:02 AM | Email   | Aircraft                     | Auke Bay (Land)   | Another tourist season, another year of rattled nerves and lower quality of living in our homes, where some of us actually are trying to concentrate at our jobs, others just trying to enjoy our private dwellings, while they vibrate from hours upon hours of helicopter traffic. I honestly don't even know why I send these messages. TBMP is an industry group, advocating for only things that benefit industry, Amanda Pierce never responds to messages from the public, The assembly and city government seems to be have completely caved as the industry has dropped almost all pretense of needing to even inform the city of it's plans, let alone be limited in any way by local government or community interests. At least I can pass on the favor of being annoying. Sincerely, Auke Bay resident |                                                                                                              | This is an identical concern which was submitted on 5/5/2025 (see inquiry/concern ID 263816).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Email was also resent to CBJ: Katie Koester, Robert Barr, Alex Pierce, and the city clerk. |
| 05/27/2025,<br>12:15pm  | Website | Crossing Guards              | Downtown          | Female crossing guard by T-Shirt Company today at 12:15pm. She refused to let pedestrians cross when I stopped for them. She then yelled at several people. According to both JPD and City Attorney crossing guards have NO authority to direct traffic and the laws says drivers must stop for people in cross walk. Crossing guards need to let people cross when drivers stop, they should not be wearing anything that says "security" or wearing badges!                                                                                                                                                                                                                                                                                                                                                       | 7 Goldbelt Security                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                            |
| 05/27/2025,<br>4:57 PM  | Email   | Aircraft                     | Mendenhall Valley | How about 5:55 pm on Monday night the 26th; straight shot from Spaulding cutting all corners and low. Three inbound helicopters? Who were those?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                         | TEMSCO HELICOPTERS TO TBMP (forwarded to emailer): Hello, Thanks you for the detailed call. I'm not sure if that particular flight was Temsco but by auditing some of these types of detailed calls we can identify when pilots new to these routes are misinterpreting how they are being flown. We have addressed this in our pilot briefings with all of our pilots and I'm sure it will make a difference. Although we were at the correct altitude the route was flown incorrectly several times and corrections have been made. Thanks, Eric Main, Juneau Flight Operations Manager COASTAL HELICOPTERS TO TBMP (forwarded to emailer): Coastal checked our trackers and we were not in this area during the stated time. Kind Regards, Sarah Lowell, General Manager NORTHSTAR HELICOPTERS TO EMAILER: So, NorthStar had two flights of two helicopters flying yesterday afternoon. I checked the flight tracking data on all four from 17:00 – 18:30. Two of them aren't really all that close to 17:55 with their closest "pings" in the Auke Bay area being an inbound leg at 17:32 and an outbound leg at 18:18. The other two were a bit closer however showing an inbound ping just off the tip of Indian Point at the end of Auke Cape at 18:05 and then the second aircraft had a ping closer in towards the beacon on Petersen. The ping close to Indian Point was at 1969' and the one closer in was obviously descending back into the airport and pinged at 1772'. Being that a ping occurred on this flight out near Indian Point I guess I'd assume these were not the ones you saw cutting the corner, but they were in the vicinity close to that time?? I do appreciate the exact time of incidents cause if my guys/gals are doing something wrong I do want to fix it or at very least understand why a route/altitude was broken. Thanks ****, Jason Kulbeth, Director of Operations |                                                                                            |

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| 05/27/2025,<br>5:10 PM  | Email | Aircraft        | Auke Bay (Marine) | It's a big ship day with a low ceiling due to clouds but the vibrating chop sound of helicopters is again overwhelmingly disruptive. These companies — who admittedly provide appreciated tourist attractions — need to respect residents more and adjust their routes, altitudes, fleet closeness in flight and frequency to be better neighbors. Enemies are being made of residents who should be supporters but are losing interest in that. Do better, helicopter firms.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | No response requested.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                         |
| 05/27/2025,<br>8:52 PM  | Email | Crossing Guards | Downtown          | 5 ship day, and NO crossing guards at 5 pm. today, May 27. Lots of pedestrians, lots of buses, very slow traffic at going home time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                         |
| 05/28/2025,<br>11:03 PM | Email | Crossing Guards | Downtown          | well-- this evening (Wed., 5/28) at about 5 pm, was one crossing guard. Not very good for a full set of ships, tourist pedestrians, and dozens of tour buses jockeying for position in poor visibility and people scrambling to get out of the downpour. S. Franklin is a hazard zone if there aren't at least 5 crossing guards on duty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                         |
| 05/28/2025,<br>9:09 AM  | Phone | Other           | Other (Land)      | I was going out the road this morning around 9:00 and saw one of the Jeep rentals come to a screeching halt around mile 21 to watch a sow and cub. They stopped on a curve and proceeded to back up, then opened the doors of the Jeep. They were within five feet of the bears. We all know if something had happened, it would be the bears who would be punished. If you wish to have the support of the community, please remind your Jeep renters to practice responsible wildlife watching.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 3 Unplugged Adventures                                               | UNPLUGGED ADVENTURES TO CALLER: Thank you for reaching out and bringing this situation to our attention. We deeply apologize for the actions of our guests, as this certainly posed a threat to both wildlife and overall public safety. We will be sure to emphasize to our guest's safe vehicle practices and keeping a distance from wildlife when renting the Jeeps. We do that upon each departure, but unfortunately we cannot entirely control what they do once they leave. If you do happen to see a similar incident in the future and wouldn't mind giving us a call, we can address it with the guest upon their return. Have a nice evening, Berkley |                                                                                         |
| 05/29/2025,<br>12:04 PM | Email | Other           | Mendenhall Valley | Hi there, I was very surprised a couple days ago when I went to walk the brotherhood Bridge Trail from the River Road parking lot and found the parking lot almost completely full of vehicles for a guide training. Last I knew, this trail was not being used for commercial tourism. Can you give me an update on what has changed and whether that parking lot (and or trail) are going to be used for commercial tourism? It was very full and we almost didn't have room to park. I participated in the community discussions about tourism expansion in Juneau and strongly advocated for this trail not to be used for commercial tourism as it is very heavily used by the community. Thank you very much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2 Alaska Travel Adventures                                           | ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to emailer): Good afternoon. We have had guides using the bridge parking lot on the back loop during our river rafting guide training, which is now complete. We do not use Brotherhood Bridge for staff parking as our takeout is on the downstream side of the bridge and has ample parking for our staff. All the Best, Ryan Rushton, Vice President - Operations                                                                                                                                                                                                                                                  |                                                                                         |
| 05/29/2025,<br>6:11 PM  | Phone | Aircraft        | Auke Bay (Land)   | Hi, my name is ****. I live here in Auke Bay. I'm inside my house. I've been here for about 20 minutes or so. I've been on the computer all day. I laid down to rest my eyes because I do need to rest my eyes after being on the computer all day. And it has been incessant helicopter noise. So my complaint is to JIA -- that your helicopter noise from JIA is excessive. It is an invasion of my home and it is unnecessary and avoidable. I need you guys to actually run that airport like it freaking matters, and that includes your operators, your lease holders. You have the ability. It's in code now. You can do this. So this is the JIA management. You can take it up to the assembly. The helicopter operators are kaput, you know, they're whatever, they're nothing. But the JIA and the assembly and the management, you have a duty to the public. You have over 2000 complaints. You have a complaint just about every day that you're open for business with these guys and you say you can't do anything, well, that's your law department. Your law department gives you bad advice. Frequently, frequently, and we can talk about that list of bad advice, we bullet point those bad advices that you get from the law department. But you need to do something and be proactive of the facility of the resource of the region, and we need you to be an actual manager and manage the property and not just kick it down the can. FAA can't do anything. We can't do anything. It's the helicopter operators that run the whole show. That's a lie. And it has been a lie for a long time. Too long you have lied. |                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | This concern was forwarded to the manager's office at the Juneau International Airport. |

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| 05/29/2025,<br>6:23 PM | Phone | Aircraft | Auke Bay (Land) | Hi. This is **** calling from Auke Bay and still in my house, said the helicopter noise has not ceased since I last called however many minutes ago that was. So what happened in that situation is we've talked about helicopters in the past and it's the frequency of the helicopters, how many times they go by. It's the duration of the helicopter noise, you know from the time that they start coming to the time that their [message cut off].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | This concern was forwarded to the manager's office at the Juneau International Airport.                  |
| 05/29/2025,<br>6:32 PM | Phone | Aircraft | Auke Bay (Land) | So it's **** again. It's 631 now. I don't know what time I first called, but 10 minutes after six or so the the helicopter noise hasn't stopped in the last 20 odd minutes. And that's not acceptable. That's just not acceptable. Nobody bought off on having incessant helicopter noise on top of their house so that these people can make 100% profit after 6:00. How can you not make money in the 1st 10 hours of operations in a day? It's crazy. Assembly help. Why doesn't somebody do something about these people? Are we working with bad information? Is the FAA lying? Is the airport manager lying? Is the municipal attorney's office lying? Who's lying here? You have leases that have terms that you can adjust. These people are going to sue you or carry on. They can find someplace else to do business. They have many locations where they run helicopters in Alaska with glaciers and who cares what glacier you see? It doesn't matter. One glacier is the same to the next one to the people that come to visit us. So, regulate the airspace. Take care of your facility and stop interfering with people's privacy in their home. I want to take a nap and I can't because of the incessant helicopter noise. It's ridiculous.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | This concern was forwarded to the Juneau Assembly and the Juneau International Airport manager's office. |
| 05/29/2025,<br>6:48 PM | Phone | Aircraft | Auke Bay (Land) | Hi. It's **** in Auke Bay again. And yeah, the helicopters are still going. I was just reading online for the airport board and public works and facilities at the Assembly. You're having an airport master plan. The JIA master plan. I read what the consultant has put together and I've read the presentation that the Assembly is getting. And it makes no mention of the thousands of comments that you've received about helicopter noise and the problem. There is absolutely no reference at all in the planning document. I mean, maybe you've had public meetings, but it doesn't even matter because the topic isn't real for you. And so how can it be addressed if the topic isn't real? Public works and facilities of the Assembly, no mention at all of the thousands of complaints. Airport board, no mention of the thousands of complaints. It's just business as usual. And it's not OK to ruin people's homes with your noise and have no discussion of it at all. It's not OK. Hey, it's not OK to blindside the topic for decades at a time either. That's not OK. That's not how you run an airport. It's not how you run a line of business, and it's not how you run a tourism industry. It's very, very, very sad to have to report this. 20-25 years down the road, nothing has been done. Frequency and duration are...You can't separate them. The noise doesn't stop. That's not what we talked about 25 years ago. That's not what we talked about. You talked about using flight routes and elevations, and you ran it into infinity. And that does not work, that the individual pieces of the tour operators running it into infinity doesn't work. Back then we had several 100,000 [message cut off]. |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | This concern was forwarded to the Juneau Assembly and the Juneau International Airport manager's office. |
| 05/30/2025,<br>9:10 AM | Email | Other    | Downtown        | Good morning TBMP, attached are some photos from this mornings dog walk, I thought I would share . I was there last night walking with my family and noticed what seemed to be a large gathering of cruise ship staff ( maybe 20 or so) having a crew night off bbq and basic innocent fun, probably well deserved. These photos don't really do it justice but they left a mess big enough to warrant contacting you in the hope that maybe the cruise ship staff responsible for this could be at least notified that this is, deplorable and dangerous as we have bears etc etc. I picked up the food that was left behind and put it in the trash bin that was also seen in these photos. Thank you for any efforts on your part, please feel free to contact me with any questions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 7 Cruise Line Agencies of Alaska | PRINCESS/HOLLAND AMERICA/SEABOURN TO TBMP: I had a nice discussion with **** and we agreed that no one using our city picnic facilities (like Cope Park) should ever leave litter like was left here. I told him that while likely not being able to ascertain exactly where these individuals might have come from (a ship?), I will message our ships to ensure that they remind all crew to respectfully visit our community. S. Kirby Day, III, Government and Community Relations – Alaska |                                                                                                          |

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| 05/30/2025,<br>9:35 AM | Email   | Vehicle:<br>Bus/Shuttle/Taxi | Lemon Creek       | This is a common summertime problem, taxi tour operators, pulling off the side of the road on Vanderbilt to allow their clients to take photos of eagle and occasionally bears. Not only is this illegal, against the traffic ordinances, this is also dangerous. Attached to a phone photos from 9:30 AM on Friday, May 30th. Thank you, much appreciate the efforts of TBMP!                                                                                        | 3 Capital Cab, 3 Crew International Tours, 3 DLux Rides, 3 Evergreen Taxi, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Mendenhall Glacier Taxi, 3 Tee's Crew Shuttle & Tours | DLUX RIDES/EVERGREEN TAXI/CAPITAL CAB/TAKU TAXI TO TBMP: This is a Juneau Taxi. Not a driver or vehicle in my fleet. Troy Williams                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | TBMP: Juneau Taxi is not a member of TBMP.                                                            |
| 06/01/2025,<br>1:46 PM | Phone   | Aircraft                     | Auke Bay (Land)   | 1:40 Sunday afternoon 2 outbound aircraft flying north of the line up towards Spalding.                                                                                                                                                                                                                                                                                                                                                                               | 1 Coastal Helicopters, 1 TEMSCO Helicopters                                                                                                                        | TBMP: this concern was included as part of a grouped concern email as they were all submitted on the same day. Responses can be found for concern submitted on 6/1/25 at 6:30 PM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                       |
| 06/01/2025,<br>3:06 PM | Phone   | Aircraft                     | Auke Bay (Land)   | Two aircraft outbound helicopters, d*** near flying side by side. Sick and tired of this stuff and tired of doing all the complaining and the company don't give a d*** about any of it. They just keep buzzing over the house. And are not even flying what they're supposed to. Thanks, bye.                                                                                                                                                                        | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                               | TBMP: this concern was included as part of a grouped concern email as they were all submitted on the same day. Responses can be found for concern submitted on 6/1/25 at 6:30 PM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                       |
| 06/01/2025,<br>3:33 PM | Phone   | Aircraft                     | Auke Bay (Land)   | 3:32 non-stop air traffic flying over my house. Inbound and outbound all at the same time. North of the line. You got all my information. It's North Star and coastal. It's all of them. Just non-stop flying over the house.                                                                                                                                                                                                                                         | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                               | TBMP: this concern was included as part of a grouped concern email as they were all submitted on the same day. Responses can be found for concern submitted on 6/1/25 at 6:30 PM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                       |
| 06/01/2025,<br>4:29 PM | Email   | Aircraft                     | Mendenhall Valley | Just got back from a weekend trip to Anchorage, a city with 9 times the size of Juneau. I stayed with friends in the Airport Heights area. Do you know what was nice? Sitting in their back yard, and enjoying the sounds of birds and neighborhood kids playing. No rattling helicopters disrupting the enjoyment of a peaceful afternoon on the porch. Now, I'm back home in Juneau, where such peaceful enjoyment is a luxury I can't even expect inside my house. | 8 CBJ Tourism Department                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk. |
| 06/01/2025,<br>6:35 PM | Phone   | Aircraft                     | Auke Bay (Land)   | 6:30 on Sunday night, 11 helicopters flying over my house. I'm sick and tired of it. They need to high fly higher, going all directions set up. There's another one. I can't even sit on my porch and enjoy the day. I'm sorry you have to take these calls, but there's no other options. They're cutting corners, flying low. Very disrespectful. Thank you very much. Bye.                                                                                         | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                               | TEMSCO HELICOPTERS TO TBMP (forwarded to caller) [response covers the four concerns submitted on June 1 by caller]: Hello, At Temsco our typical departure when departing west of the airfield is to depart on a Mendenhall Departure and return on an Auke Bay Arrival. I assume the line that Mr. Olsen is speaking of being north of is the absolute far limit to the southern boundary of the Auke Bay arrival/departure, If there are inbound and outbound aircraft on that arrival at the same time the aircraft to the north must give way of the "line" to the aircraft to the south, which in turn makes them fly farther north than the "line". This is not optional to stay in compliance with rules and regulations agreed to with the FAA. After reviewing Temsco's flight logs I cannot say with all certainty that all Temsco aircraft were not further north than necessary but our altitudes were at the correct levels (1800' to 2000') on our arrivals. We will continue to monitor our pilots routes and altitudes for compliance to minimize impacts to residents below. Thanks, Eric Main, Juneau Flight Operations Manager NORTHSTAR HELICOPTERS TO TBMP (forwarded to caller) [response covers the four concerns submitted on June 1 by caller]: NorthStar had 4 helicopters flying on Sunday in pairs. I went back and checked every Satellite "ping" anywhere near Auke Bay, between the beacon on Petersen Hill and Spaulding Meadows. The Altitudes ranged from the lowest at 1805' to 2264'. Mr. Olsons house is adjacent to the flight path for the Auke Bay arrival and departure. The higher we fly the more it will seem like we are "over his house". Jason Kulbeth, Director of Operations COASTAL HELICOPTERS TO TBMP (forwarded to caller): Good Morning, Coastal Helicopters reviewed our flight data recording and showed that Coastal Helicopters was on the approved route. Please take into consideration the weather- due to the weather we have been experiencing this summer, it has forced ALL operators to the same departure and arrival route. However, we have discussed with our pilots, again, the importance of staying in line with our approved routes per the FAA and the Juneau LOA's. If you see otherwise, please let us know. By providing company, time and location of occurrence can allow us to take a better look at our data. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager |                                                                                                       |
| 06/02/2025,<br>2:20 pm | Website | Aircraft                     | Other (Land)      | For weeks now, Coastal Helicopters has been flying pairs of helicopters down the middle of Lena Cove on their way to Herbert Glacier. THE NOISE IS UNACCEPTABLE!!! We cannot hold a conversation outside when they fly overhead. Their noise drowns out the warblers, robins, wrens, grouse, sparrows, etc. that nest in our Andreanoff neighborhood. Fly the helicopters behind the big hill that flanks the east side of Lena Cove.                                 | 1 Coastal Helicopters                                                                                                                                              | COASTAL HELICOPTERS TO TBMP (forwarded to submitter): Good Morning Christine, Thank you for submitting your concern to TBMP. Coastal Helicopters fly tour routes established in the Juneau Area Operators Airspace Letter of Agreement (LOA) and the Juneau Tower Helicopter LOA. Our route choice is based on weather and other air traffic. We reviewed our flight data recording and it showed that Coastal Helicopters was on the approved route. We have had to utilize this route more due to the weather we have been experiencing this summer. However, we have discussed with our pilots the importance of staying in line with our approved routes per the FAA and the Juneau LOA's. If you see otherwise, please let us know. By providing company, time and location of occurrence can allow us to take a better look at our data. Thank you for your understanding. Please reach out if you have any additional questions or concerns. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                       |

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| 06/02/2025,<br>3:00 PM  | Website | Vessel: Other    | North Douglas     | As I was backing my trailer at the top of the ramp yesterday, a driver with an empty kayak trailer decided it would be a good time for him to drive off the beach and try to go around me, nearly causing me to hit his SUV. He could have waited 30 seconds for me to finish my turn and there would have been plenty of room for him. After loading my boat and exiting the ramp area I went and spoke to a manager at the tent site. She was polite and apologetic, however I want your organization to address the issue of congestion and inexperienced crew as well before someone gets hurt out there. Docks and Harbors has pretty much turned a blind eye to the amount of use by LOCALS out there for years now and have voiced my concerns repeatedly with them. I guess someone somewhere will take action after a tourist gets run over. With Gastineau Guiding unloading some of their fleet these past several years and the kayak operators it is a disaster out there on busy days. Myself and others have written to the Harbor Board for years to move the tour operations 1/8 of a mile down the road and the conflicts would pretty much go away. | 2 Alaska Travel Adventures                                           | ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to submitter): Good afternoon, Feedback was received by a manager on-site at the time of the complaint. An apology was given to **** by our operations manager, and we addressed the guide's actions at the time. We work with our guide team throughout the season with a goal of being respectful to local users of the boat ramp. These efforts include conducting regular safety briefings, escorting guests from the outfitting area to the beach, and discontinuing use of the dock as of last season. All the Best, Ryan Rushton, Vice President - Operations                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                       |
| 06/02/2025,<br>5:46 PM  | Phone   | Aircraft         | Auke Bay (Land)   | 5:43 PM Monday evening. Aircraft flying low and over the line. Both directions inbound and outbound. You have all my information. Thanks. Bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | NORTHSTAR HELICOPTERS TO TBMP (forwarded to caller): At 5:43 on Monday evening NorthStar only had two aircraft in the air and they were both located in the back of Nugget Creek Valley, Near the Nugget Spires. Jason Kulbeth, Director of Operations COASTAL HELICOPTERS TO TBMP (forwarded to caller): Good Morning, Coastal Helicopters reviewed our flight data recording and showed that Coastal Helicopters was on the approved route. Please take into consideration the weather- due to the weather we have been experiencing this summer, it has forced ALL operators to the same departure and arrival route. However, we have discussed with our pilots, again, the importance of staying in line with our approved routes per the FAA and the Juneau LOA's. If you see otherwise, please let us know. By providing company, time and location of occurrence can allow us to take a better look at our data. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager |                                                                                                       |
| 06/02/2025,<br>8:05     | Website | Aircraft         | Auke Bay (Land)   | multiple helo overflights @ 8:05 pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | TEMSCO HELICPTERS TO TBMP (forwarded to submitter:) Hello, Temsco had concluded all flights with the lasty one touching down at 6:27PM on 6/2/25. Thanks, Eric Main, Juneau Flight Operations Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                       |
| 06/03/2025,<br>12:25 PM | Phone   | Vehicle: Trolley | Egan Drive        | Hi, today is June 3rd. It's 12:25. Calling regarding a complaint Juneau Trolley. I was on Egan approaching the lights at Bartlett between 12:00-12:02-ish, and the light turns yellow. I slow down and come to a stop as the light turns red. And then all of a sudden Juneau Trolley bus number 26 blows through an absolute solid red light. Thanks. Bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 2 Juneau Tours & Whale Watch                                         | JUNEAU TOURS & WHALE WATCH TO TBMP: Called and spoke with caller. Told her that I spoke with driver and reminded him to slow down near intersections so he doesn't have to make the choice of stopping too fast with a full bus, or going through the light. Kindly, Serene Hutchinson, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                       |
| 06/03/2025,<br>9:12 AM  | Email   | Aircraft         | Auke Bay (Land)   | And on these low ceiling rainy days, of which we are experiencing many, the oppressiveness of the wet weather is compounded by the even lower flying helicopter traffic. So much for listening to the pitter patter of rain on the roof while trying to focus on work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk. |
| 06/05/2025,<br>1:45 PM  | Phone   | Vessel: Other    | Auke Bay (Marine) | At about 1:30, two big boats went by my dock about 5 minutes apart. I believe the one it had the mural on it from Elfin Cove. I think it's Waters Edge Lodge, and the other one was the Pelican lodge Highliner. Can you let them know they just waked my dock real hard? Two boats were on it [the dock] and one just about had ropes break. I've got a video of the Pelican Highliner Lodge if you need it. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 6 Waters Edge Lodge                                                  | WATERS EDGE LODGE TO TBMP (forwarded to caller): I am so sorry this happened! I am grateful the ropes held. I have discussed this with my captain and crew. They will endeavor to do a better job of being aware of Mr. Warden's dock and make every effort to not make a large wake as they go by. Thank you for bringing to my attention, looking forward to a great and successful season. All the best, Mary Crump                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                       |
| 06/05/2025,<br>1:58 PM  | Phone   | Crossing Guards  | Downtown          | Hi it's 2:00 PM on Thursday. I believe it's June 5th. I'm travelling through town. There's only one crossing guard slowing down traffic. Totally unfair and unacceptable to the residents of Juneau. I don't understand why there are not crossing guards at all orr nearly all of the crossing paths through downtown. Please have somebody rectify this situation. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                       |

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| 06/05/2025,<br>4:09 PM | Phone   | Cruise: Other                | Fritz Cove        | Hi, my name is ****. I'm a resident of Juneau. I'm out commercial fishing out at the Cross Sound area, and I had a cruise ship run over my long line sets last night and cost me many thousands of dollars and a lot of time. And I'm just trying to figure out if there's any mechanisms in place for this situation. I wasn't there when it happened, but I was able to give the coordinates to the Marine Exchange, and they confirmed that it was the Radiance of the Seas that had drove over my gear, or had transited exactly on top of my gear, which was not in a shipping channel. There are shipping channels marked on the chart (cruise ships never use them), and it'd be really helpful if they did. Because then people would set their gear outside of the shipping channels and know that the ships wouldn't hit them because the ships would be in the shipping channels that are marked. Could you please give me a call back? I know they have mechanisms in place for restitution for gill netters. I don't know if they have anything like that for anyone else because it's so hard to pin down who did it, but Marine Exchange said it was pretty clear when I gave the coordinates. And they're like, oh, yeah, only one cruise ship like it. It was them. So, would you please give me a call back and let me know if there's anything going forward or if this is just another example of not being in the industry and getting our toes stepped on heavily. Thank you. Bye.                                                                                                                                                                                                                                                                                                     | 7 Cruise Line Agencies of Alaska                                                                                                                                                                                                        | CRUISE LINE AGENCIES OF ALASKA TO TBMP (forwarded to caller): Good morning, The Captain and sea pilots (State of Alaska) who were on at the time of the alleged event below. Here is the reply: Good day, Andrew. The concern has been reviewed by our Alaska Pilots who joined yesterday. They were also onboard last week for the period the concern was raised. The pilots' names are: Captain **** and Captain ****. They had a few comments: - There are no exact times provided and also no position coordinates? - They also mention that there are "no" shipping lanes as stated in the concern? In addition I can mention that we always avoid anything what is observed in the water: buoys, logs... We have diligent lookouts, officers and pilots who are both maintaining a visual lookout as well as the use of several radars. There is no recollection of seeing any gear as such. If further investigation is needed, I would need to be provided with the exact coordinates and time as the person raising the concern claims to have. I would then be able to review VDR and CCTV. From Drew Green, Port Director, CLAA |                                                                                                       |
| 06/06/2025,<br>8:09 AM | Phone   | Crossing Guards              | Downtown          | Hi, my name is ****. It's about 8:10 on Friday, June 6. There are 0 crossing guards n town and there are probably 15 vans and buses that I've either passed or that are clogging up in front and the best practices are failing for the people who live in Juneau. Diminishing our quality of life. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 7 Goldbelt Security                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                       |
| 06/06/2025,<br>9:05 AM | Email   | Vehicle:<br>Bus/Shuttle/Taxi | Downtown          | Dear TBMP, I realize we are only a month into the season but I had hoped that congestion issues would lessen as taxi and tour operator drivers get more comfortable driving and also learn TBMP guidelines. Last night I was with friends at the Grizz Bar and watched the 'pink duct tape' taxis, Glacier Taxi, and Juneau Taxi vehicles repeatedly curb crawling through downtown, with their windows down asking people if they needed rides, held up traffic at unmanned crosswalks to ask people if they needed rides, and noticed that they spent much of the evening looping through downtown at slow speeds looking for passengers. They were also successful on occasion and blocked traffic while people got into their taxi. This created congestion throughout the early evening. I also live in Thane and have experienced this driving through downtown almost daily. The 'pink duct tape' taxis are clearing doing this more than the others. My other experience driving through downtown on multiple daily trips is the motor coaches and vans that are slowly driving through downtown (5-7 mph) while giving tours and creating a long line of traffic behind them. When behind these vehicles, you can clearly see the operator pointing while talking on the PA system giving a tour despite no other vehicle in front of them. They also frequently stop at crosswalks (even when directed by crossing guards to dive through), in what I can only guess is an extended opportunity to provide additional time to give the downtown tour. I realize we are still early in the season but perhaps operators need to be 'refreshed' on the TBMP so traffic can move through downtown with a little more efficiency. Happy to discuss further if needed and thanks for reviewing. Cheers. | 3 Alaska Coach Tours, 3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 3 Royal Hyway Tours-HAP Alaska-Yukon, 4 M&M Tours Unlimited, 3 Mendenhall Taxi, 3 Taku Taxi, 3 First Student, 3 Goldbelt Transportation, 3 Mendenhall Glacier Taxi | TBMP reminded operators of the specific TBMP guidelines related to the behavior mentioned in this concern. CAPITAL CAB/EVERGREEN TAXI/TAKU TAKI/DLUX RIDES TO TBMP (forwarded to emailer): I realize that TBMP is guidelines as well as being a sounding board for the public. With that said, if the public is not allowed to "hail" a taxi. Most of the drivers will not stop on Egan, a bad idea and can get a ticket. Most of the downtown area is almost considered a "Mall" folks will step off the curb and flag down a taxi almost anywhere on North or South Franklin and have for years. With that being said the driver understands getting out of traffic and not creating congestion is best. We are being further limited by docks and harbors as to where the Taxi Industry can wait/stage for individuals that want our services. Folks either understand or demand .... Both can be great or problematic. Thanks, Shane Williams                                                                                                                                                                                          |                                                                                                       |
| 06/09/2025,<br>2:49 PM | Email   | Aircraft                     | Auke Bay (Land)   | Particularly low and obnoxiously loud today..... the cost of a few hours of sunshine.....?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk. |
| 06/09/2025,<br>3:00 PM | Website | Vessel: Whale Watching       | Auke Bay (Marine) | Beacon whale watching boat, just cause you have the biggest boat in the harbor doesn't give you the right to be an ****. Learn to drive . Clearly they don't teach common sense anymore.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2 Juneau Lighthouse Tours                                                                                                                                                                                                               | JUNEAU LIGHTHOUSE TOURS TO TBMP (forwarded to submitter): The harbor is a tight place to operate. Close proximities are necessary and many locals are not comfortable with that. I told our operator to try to do their best to minimize close encounters. That's pretty much all we can do. Louis Juergens                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                       |

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| 06/10/2025, 8:28 AM  | Phone   | Vessel: Whale Watching | Auke Bay (Marine) | Good morning. My name is ****. Yes, it is Tuesday the 10th. Yesterday late afternoon - early evening my wife and I were out fishing in my boat. I'm tied to ****'s dock and Auke Bay. My wife has **** and we were attempting to get off the boat. And these **** whale watching boats coming by, throwing a **** wake, not slowing down. She ended up falling down. I am so ***** **. We need to do something about all these damn whale watchers. Let's get them to slow down following their path. There are way too many of them and they don't care. I'm about ready to file a lawsuit.                                                                                                                                      | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 6 Rum Runner Charters, 2 Alaska Whale and Drone Tours, 6 Angler's Choice Alaska, 2 Tongass Tide                                                                                          | GASTINEAU GUIDING TO TBMP: Good Afternoon! Thank you for sharing this! Did the reporter identify a particular company of boats not adhering to the no-wake zone? We are very strict about this with our captains but will issue a reminder regardless. Thank you! Steven Arends, Operations Manager ALASKA TRAVEL ADVENTURES TO TBMP: Good afternoon. We have instituted new practices this season to lessen the impact of our whale watching operation. Our captains now come off-step 0.25 miles outside of the no-wake buoy to reduce our wake upon approach to the harbor. All the Best, Ryan Rushton, Vice President - Operations JAYLEEN'S ALASKA TO TBMP: Hello to whom it may concern - All of our captains have been trained in the ways to best minimize their wake - especially when entering & exiting the Auke Bay area of Juneau. All of our vessels also have only a 6-passenger capacity; we operate 26' - 27' foot Hewescrafts - these are the same boats that many Juneau locals use themselves without wake concerns. We believe that it was not our vessels who caused this - however, we are reminding our captains to stay diligent & to minimize their wake whenever possible. I did not reach out to the caller directly. Please feel free to contact me with any questions or concerns. Sincerely, Jayleen Bydlon, Owner/Operator | TBMP: The vessel was from Highliner Lodge in Pelican, not a whale watching boat. Highliner Lodge is not a TBMP member but a reminder was emailed: "Please caution your captains to give the dock between Alaska Glacier Seafood and Statter Harbor a wide (or wider) berth or go no-wake speed past that dock." |
| 06/10/2025, 9:47 AM  | Email   | Aircraft               | Auke Bay (Land)   | About time for an updated noise study – what do you think about that idea? Hello.....? Anyone?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | TBMP TO EMAILER: Hi, Christie****. I have received your two emails from yesterday and today, so just touching base to let you know I'm entering your concern about helicopter noise into the hotline reporting process. I am not forwarding your emails to CBJ as you already included them. Best regards, Elizabeth                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk.                                                                                                                                                                                                           |
| 06/11/2025, 11:55 AM | Phone   | Vessel: Whale Watching | Auke Bay (Marine) | Good afternoon – it's about 12 noon and Raven's Journey is doing a "man overboard" right out in front of the harbor, spinning around – they've done it twice. Under a lot of power, making as big a wave as possible. I don't know why they can't go out at least in the middle of Auke Bay somewhere rather than right here in front. Thank you.                                                                                                                                                                                                                                                                                                                                                                                 | 2 Dolphin Tours LLC                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | DOLPHIN JET BOAT TOURS TO TBMP (forwarded to caller): Mr. ****, Thank you for your feedback. Doug Ward                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                 |
| 06/11/2025, 12:11 PM | Phone   | Vessel: Whale Watching | Auke Bay (Marine) | Hi. It's June 11th and this morning we had very irresponsible boat captains in Auke Bay. They're chasing away the whales. It thought they wanted to see whales. If they keep chasing them the whales are going to go somewhere else. So you need to impress upon the boat captains that they are not supposed to charge at the whales breaching. They're supposed to stay back. People have zooms on their phones. People have binoculars. Do not charge at the whales – leave the whales alone. Stay back. You need to talk to each of the captains to impress upon them the safety issues and that they are not supposed to do this.                                                                                            | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 4 M&M Tours Unlimited, 2 Alaska Whale and Drone Tours, 2 Morsa Marine, 2 Tongass Tide | Response not requested. JAYLEEN'S ALASKA TO TBMP: To whom it may concern - this is Jayleen Bydlon, Owner/Operator of Jayleen's Alaska. We will remind our captains to be respectful stewards of the wildlife ; however, all of our staff are all local Juneautes or whale researchers, who are active participants of Whale Sense & are attentive to the rules and regulations that are outlined by the Marine Mammal Protection Act. Each boat and captain are equipped with range finders to ensure they are staying at least 100 yards away from whales. We are also members of TBMP and follow the recommendations & guidelines to the best of our abilities - taking local feedback very seriously. Thank you for your time. Sincerely, Jayleen Bydlon, Owner/Operator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                 |
| 06/12/2025, 3:00 pm  | Website | Other                  | North Douglas     | This is regarding a Bike Tour in a congested area and being unsafe on the Highway. The Fish Creek Parking lot was congested with a lot of car traffic during this time with parents picking up kids from an outdoor program, there was also a trail crew working on the pavilion. The addition of the bicycle tour in this location during the same time made it very difficult to navigate in and out of the parking lot. Upon the bicycle tour merging onto Douglas Hwy they did so in a congested way taking the space of the entire lane and one bike even crossing the midline. They continued in this fashion for awhile. This is not a safe situation for anybody and I suggest bikers keep to the bike lane, single file. | 4 iRide Alaska/Segway Alaska                                                                                                                                                                                                                                                                                                                                                                                                                                                            | IRIDE ALASKA TO TBMP (forwarded to submitter): Thank you for sharing your concern with me regarding the congested eBike issue over at Fish Creek. I am sorry to hear that there were some difficulties there. Guides and guests are to remain on the bike lane during the duration of the tour. I will personally reinstruct our guides to be leaving Fish Creek area in single file order so as not to congest the area. I will also make sure all of our guides are retrained regarding riding in the bike lane to keep both them and the guests safe but also our fellow community goes on the road. At iRide Alaska, we strive to create enjoyable and seamless experiences for both our guests and the community, and I truly appreciate you bringing this to my attention. Thank you again for expressing your concern. Chris King                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                 |
| 06/13/2025, 1:51 PM  | Phone   | Crossing Guards        | Downtown          | I'd like to make a complaint on this whole cruise ship traffic of humans across the road downtown. I just came from Thane about 15 minutes ago and there was one crossing guard in the whole area. There's huge numbers of tourists. They're lining the sidewalks, crossing in front of people, crossing outside the crosswalks, and it's like, what the heck. It's one of the busiest days of the summer so far. It's a beautiful day and they don't have any crossing guards. It seems pretty ridiculous to me. Thank you.                                                                                                                                                                                                      | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                 |

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| 06/13/2025, 11:08 AM | Phone   | Crossing Guards           | Downtown          | I called a lot last year to complain about the crossing guards downtown. Been meaning to call this year – they're doing a great job. Hugely improved. Yesterday was the first bad day – I don't know what happened – but I thought I'd finally call and say hopefully they keep up the trend of doing a 100% better job.                                                                                                                                                                                                                                                                                                                                                                                                                        | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 06/13/2025, 5:11 PM  | Phone   | Crossing Guards           | Downtown          | Hey, I'm driving through town. It's 5:10 on Friday the 13th and there are, I think, two crossing guards. There's people all over walking across the roads without stopping streaming across. There needs to be more crossing guards. It's unfair to the people who live in this town that we have to be delayed over and over and over by people slowly struggling across. The deal was, I thought, that we were going to have crossing guards sufficient to allow the flow to continue. Needs to be fixed. Thank you.                                                                                                                                                                                                                          | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 06/13/2025, 6:51 PM  | Phone   | Vessel: Whale Watching    | Auke Bay (Marine) | Yes, this is ****. And I'd like to speak to the manager of Alaska Travel Adventures. There's one of their captains that are doing a fantastic job and the other two are so far different. And I would just like to invite him out and have him see what is happening, where I'm coming from, where they're coming from, and see if we can work out this problem easily. It just the the captains don't understand the speed of their vessel. They slow down halfway and they actually make a a bigger wake then. Probably 3 knots or two knots less and wouldn't make any wake, so if the manager could give me a call, I'd invite him out to my home, and I'd like to talk to him or give him my phone number. I'd love to talk to him anyhow. | 2 Alaska Travel Adventures                                           | ALASKA TRAVEL ADVENTURES TO CALLER: Good afternoon, ****. Thank you for sending us this message. Lee Davis, our Whale Watching Operations Manager, will be reaching out to you to set up a time to meet. We look forward to speaking with you and working out a cooperative solution. All the Best, Ryan Rushton, Vice President - Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
| 06/14/2025, 09:40 AM | Website | Aircraft                  | Auke Bay (Land)   | They are seriously disturbing our very short summers with constant noise. I should be able to enjoy my evenings and weekends in peace, instead I'm hearing constant helicopter noise. Please make it stop!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 06/14/2025, 11:36 AM | Phone   | Vehicle: Bus/Shuttle/Taxi | Egan Drive        | Hi my name is ****. I'm calling to complain about a tourism bus incident that I just saw on Eagan drive right at the crosswalk at Gold Creek. There was a pedestrian trying to cross the street. The cross light neon lines were on and blinking, and one of the double decker tourism buses that's labeled HAP barreled right through a good thing. The person didn't step off the sidewalk because she would have gotten creamed. And clearly the bus driver was on a mission to get to somewhere, probably the valley. It was outbound from downtown Juneau. So I mean, I saw it. I thought they had marching orders to stop at crosswalks, and especially when the flashing lights are on and lit. Shameful. Shameful on HP. Thank you.     | 3 Royal Hyway Tours-HAP Alaska-Yukon                                 | HAP ALASKA-YUKON TO TBMP: Greetings, An email was sent to **** addressing the event involving the double decker and the crosswalk. "Thank you for bringing this to our attention. Safety is a priority and driving habits like the one exhibited are not in alignment with our training, nor our safety standards. We like to nip these kinds of actions in the bud, so reports like this are helpful. We have addressed this event with the driver in question and reviewed and retrained them on the proper procedures for crosswalks. At our next safety meeting we'll review situations like this with all our drivers so that all of them are refreshed on proper crosswalk/pedestrian procedures. Again, thank you for alerting us to this event so we can address the issue and make positive changes moving forward." Discussion/retraining with the specific driver occurred and a review with all drivers will happen at our next safety meeting. Thank you, Whitney Schaefer, Juneau Transportation Manager |  |
| 06/14/2025, 9:30 AM  | Website | Aircraft                  | Auke Bay (Land)   | Multiple heli overflights at 9:30 and again at 9:44... Sunday morning... just wonderful, thanks!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 06/14/2025, 9:48 AM  | Phone   | Aircraft                  | Auke Bay (Land)   | Hello, good morning. This is ****. It's Saturday, June 14th, and I'm calling to complain about the helicopters flying over my house. It's one of our first sunny days of the summer and it's gotta stop. It's so annoying all day long. They're flying right over my house. My number is ****, my e-mail address is ****, and again I really want the helicopter noise to stop. Thank you bye.                                                                                                                                                                                                                                                                                                                                                  | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 06/15/2025, 12:18 PM | Website | Vehicle: Bus/Shuttle/Taxi | Auke Bay (Land)   | Large green charter bus #197 cut off motorcycle and car pulling out of statter harbor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 3 Alaska Coach Tours                                                 | ALASKA COACH TOURS TO TBMP (forwarded to submitter): Thanks for reaching out with this concern. I attempted to call Mr. Boyd-Devine back, but unfortunately, his voicemail is currently full. We appreciate you bringing this to our attention. I will speak with the driver involved and reinforce the importance of cautious driving practices. Best regards, Alicia Phillips, Juneau Division Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |

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| 06/17/2025, 10:45 AM | Website | Vessel: Whale Watching | Auke Bay (Marine)         | I'm proposing that charter boats will no longer be allowed in hatchery fishing areas . It's really sad that every other boat can go in a circle and be courteous but whenever these Moore charter boats show up it's a mess . Go fish somewhere nobody wants you around . You guys bully other boats and don't respond on the radio and are plain rude . NO MORE CHARTER BOATS IN LENA OR FRITZ COVE                                                                                                                                                                                                                      | 2 Juneau Charters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | JUNEAU CHARTERS TO SUBMITTER: Hello, Thank you for sharing your concerns. We take feedback from the boating and fishing community seriously and are committed to operating with integrity, respect, and compliance with all state and federal regulations. We are sorry to hear that you've had a negative experience. Our captains and crew are trained to prioritize safety, communication, and courtesy on the water, and we always strive to be good stewards of our shared fishing grounds. If specific instances of miscommunication or perceived discourtesy have occurred, we would welcome the opportunity to learn more so we can address them directly with our team. It's important to us that we maintain positive relationships with other vessel operators, locals, and the broader fishing community. We remain open to productive conversations and are committed to working together to ensure safe, respectful, and responsible use of the waterways. Thank you again for bringing this to our attention. Captain Grantley Moore, Owner, Juneau Charters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 06/17/2025, 2:59 PM  | Phone   | Crossing Guards        | Downtown                  | Yeah, I just went through downtown. It's about 3:00 on Tuesday. And it's a zoo. It's just a zoo. And there are not enough crossing guards. And I thought there were supposed to be enough crossing guards to allow through traffic to move through without having to stop over and over. I wish somebody would make this place a little more livable for the locals.                                                                                                                                                                                                                                                      | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 06/17/2025, 3:58 PM  | Email   | Crossing Guards        | Downtown                  | I was just driving our guide from Shattuck Way to the AJ dock and there is a shortage of crossing guards. There were two at the same crosswalk by Marine Park and The Grizz, but none at the other crosswalks. Going there and back took nearly 30 minutes because of the lack of crossing guards. The visitors are just walking everywhere and one man walked in front of my car, looked at me like I was the problem, and kept going. He was not in a crosswalk. It's getting dangerous out there. It would be terrible if a visitor was injured. I do not need to be contacted by Goldbelt regarding this. Midgi Moore | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 06/17/2025, 6:17 PM  | Email   | Vessel: Whale Watching | Favorite Channel (Marine) | [Emailer provided two images with this concern.] Saw this today 06/17 at roughly 6:10pm, over 21 boats surrounding a pod of orcas. Definitely not a good look for the industry.                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Lost in Alaska Adventures, 4 M&M Tours Unlimited, 6 Run Runner Charters, 2 Alaska Whale and Drone Tours, 6 Undisclosed Excursions, 2 Morsa Marine, 2 Tongass Tide | GASTINEAU GUIDING TO TBMP (forwarded to emailer:) Good morning, Looking at these pictures, I do not see any TBMP violations. "Between the 100-yard and 500-yard viewing distance, no more than 12 commercial whale watching vessels will be engaged in whale watching at a given time, and each vessel will stay no longer than 30 minutes." Based on the photo, I do not see more than 12 vessels within a 500-yard radius of one another. The chart plotter image displays 9 vessels on AIS, organized in two distinct conga lines that appear to be tracking a group of wildlife. These formations maintain a clear corridor, allowing the wildlife to move freely without obstruction. Our current TBMP recommendation limits 12 commercial vessels around a single group of wildlife. However, this guideline does not apply to recreational boaters, who are not subject to the same restrictions. This discrepancy can make it challenging to accurately assess vessel density in a given area. We will continue to closely monitor on-water activity and reinforce best practices with our captains to ensure full compliance with all applicable recommendations and regulations. All the best, Robie Janes, General Manager JUNEAU TOURS & WHALE WATCH TO EMAILER: Thank you very much for looking out! The accompanying photos were helpful, because though there are a good amount of boats out there, they do appear to be following the agreed upon patterns and distance. The Orca have been much more prevalent than past years in our experience and they are the most unpredictable about where they will pop up. We have reminded our team to be extra vigilant. Kindly, Serene Hutchinson, General Manager JAYLEEN'S ALASKA TO EMAILER: Hello **** & TBMP - Thank you for bringing this to my attention! You are right, this is the wrong look for the industry and we need to do better. I will remind my captains of the following TBMP regulation: *Between the 100-yard and 500-yard viewing distance, no more than 12 commercial whale watching vessels will be engaged in whale watching at a given time, and each vessel will stay no longer than 30 minutes.* And make sure they are taking note as to the number of boats around wildlife and adapting appropriately. Thank you for your time. Sincerely, Jayleen Bydlon, Owner/Operator |  |
| 06/17/2025, 7:56 PM  | Email   | Other                  | North Douglas             | I was out at the Rainforest Trail around 5:30 pm today (June 17th) and there were probably 50 people in multiple guided cycling/hiking groups that were blocking the entrance to the parking lot so I wasn't able to turn in. The guides had no control of their clients. Once I was finally able to turn into the parking lot, there were clients with their bikes in the only parking spot left and I had to ask them to move multiple times so I could park. Not a good look for the companies there. Thank you.                                                                                                       | 4 iRide Alaska/Segway Alaska                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | IRIDE ALASKA TO TBMP (forwarded to emailer): Thank you for sharing your concern with me regarding the congested eBike issue over at Fish Creek. I am sorry to hear that there were some difficulties there. Guides and guests are to remain on the bike lane during the duration of the tour. I will personally reinstruct our guides to be leaving Fish Creek area in single file order so as not to congest the area. I will also make sure all of our guides are retrained regarding riding in the bike lane to keep both them and the guests safe but also our fellow community goes on the road. At iRide Alaska, we strive to create enjoyable and seamless experiences for both our guests and the community, and I truly appreciate you bringing this to my attention. Thank you again for expressing your concern. Chris King                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 06/17/2025, 8:40 AM  | Website | Aircraft               | Auke Bay (Land)           | helicopter overflights 8;40 in the damn am...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

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| 06/17/2025,<br>9:33 am  | Email   | Aircraft               | Auke Bay (Land)           | Another Rattle Rattle Racket morning. Karla makes a good point here: "What do Juneau residents need to do to get action from our local government? Action that addresses resident concerns about adverse impacts on our lives and community. The Visitor Industry Task Force, past and almost certainly future, are intended to address cruise industry issues with overtourism and the city's tourism director completely lacks transparency and acts very cozy with the cruise industry."                                                              |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | This concern was also sent to CBJ's Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk. |
| 06/18/2025,<br>2:43 PM  | Email   | Vessel: Whale Watching | Auke Bay (Marine)         | Good afternoon, I'm writing to share my appreciation for Juneau tours and whale watch. I'm a Kindergarten/1st grade teacher at Kaxdigooowu Héén Elementary School. My class was graciously given a 2-hour whale watching tour which my students loved and most had never gotten to go before. Secondly, we were given buses by Juneau Tours and Whale Watching to get to our beach day early enough and see low tide. They are a great company that showed how much their care for their community and getting those kids all these amazing experiences. | 2 Juneau Tours & Whale Watch                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                       |
| 06/18/2025,<br>6:01 PM  | Email   | Other                  | Downtown                  | Wanted to extend my thanks to CBJ for implementing Public Wi-Fi. I live in the Flats and have a GCI cellular phone. For the last few years my cell service noticeably degraded during tourism season, becoming basically unusable on the days with highest visitation. Happy to report that since the installation of public Wi-Fi, cellular service has been completely normal again. Thanks for investing in mitigating the impacts of tourism to those who live closest to the docks.                                                                 | 8 CBJ Tourism Department                                    | CBJ ASSEMBLY MEMBER TO EMAILER: Thanks for the feedback ****. I just read a report that since bringing the public wifi online in late April almost 8 terabytes of data have been used. Paul Kelly, CBJ Assembly member                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | This compliment was also emailed to the CBJ Assembly.                                                 |
| 06/19/2025,<br>5:17 PM  | Phone   | Vessel: Whale Watching | Favorite Channel (Marine) | Yeah. My name is ****. I live out on Lena. At 5:05 today, June 19th, two of the blue top jet boats had a great big humpback trapped against the beach until I came out on the yard and started hollering at them. This has got to stop. My number is ****. This has got to stop.                                                                                                                                                                                                                                                                         | 2 Dolphin Tours LLC                                         | DOLPHIN JET BOAT TOURS TO TBMP (forwarded to caller): Hello, After further reviewing this incident, we determined that our boats were not in that area on that date and time. Hope this helps. Thank you, Lisa Ward                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                       |
| 06/20/2025,<br>1:13 PM  |         | Crossing Guards        | Downtown                  | Five ships in town, a couple of them huge, and half of the crosswalks don't have anybody stopping the passengers. Needs to be fixed so people can actually have a decent quality of life if you live here year-round. Thank you.                                                                                                                                                                                                                                                                                                                         | 7 Goldbelt Security                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                       |
| 06/21/2025,<br>1:00 PM  | Website | Crossing Guards        | Downtown                  | No crossing guards at all today in early afternoon. Real hassle for trying to drive through, esp. on a sunny day with people walking randomly across the street.                                                                                                                                                                                                                                                                                                                                                                                         | 7 Goldbelt Security                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                       |
| 06/21/2025,<br>11:03 AM | Phone   | Vessel: Whale Watching | Auke Bay (Marine)         | Yeah. It's ****, 11:01a.m. I just was pulling down my driveway and a large aluminum whale boat just ran right by my breakwater at full speed. And I've got a video of it. Looks like they're heading maybe towards the fuel dock or the commercial float from the Marina and literally ran right by my breakwater, which we know what happens to my boat on the dock. So if you could give me a call back or have them give me a call. [image attached]                                                                                                  | 2 Alaska Tales Whale Watching, 2 Juneau Tours & Whale Watch | JUNEAU TOURS & WHALE WATCH TO TBMP: We didn't have any vessels inbound at that time yesterday so it is not Juneau Tours and Whale Watch. Thank you for sending this video. The visual does indeed help bring the point home. ....However, I checked in again with our captains to make sure all of our trips are following the routes and speeds recommended via TBMP to avoid the stress on this dock. Our company has gone further by never going through the Coghlan cut anymore to really keep our distance. This change has added time to our tour, but we understand the importance. Kindly, Serene Hutchinson, General Manager<br>ICY STRAIT POINT TO TBMP (forwarded to caller): Thank you for sharing this observation. Our Director of Marine Operations was contacted by Jamie Cagle from Allen Marine, who informed her that this was being reported. He also shared valuable insight into how their company mitigates wake impacts in shared waterways—particularly emphasizing that their larger vessels reduce speed well below typical limits to avoid disturbing other operators and docked vessels. We greatly appreciate the information Jamie provided and we are sharing these practices with our Marine team. We are committed to aligning with the same strict policies and wake-reduction measures that TBMP and Allen Marine follows. In fact, they consistently go above and beyond the baseline TBMP standards, and we intend to adopt those same elevated practices moving forward.<br>Specifically, we will implement the following procedures: At Coghlan Cut, reduce speed to 10 knots or less. From there into Auk Bay, proceed at idle speed to prevent waking out any docks or nearby vessels. We'll ensure these updates are reflected in our operational protocols and communicated across the team. Erica Drahozal, Director of Sustainability,<br>Huna Totem Corporation<br>DOLPHIN TOURS TO TBMP: Hello, Thank you for reaching out. I have reached out to our captains. This is not our boat. Thanks, Sommer Ward |                                                                                                       |

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| 06/21/2025,<br>3:46 PM  | Phone   | Crossing Guards        | Downtown          | Hi, it's Saturday, June 21st. It's 3:45 PM. I just passed through downtown. There are three ships in and there were four up until a few minutes ago when the 4th one just left. There is not one crossing guard, not one crossing guard so that's doesn't seem good. I've left several of these kind of messages over the summer and I get e-mail saying the operator will get back to me. I've never heard Boo. Some Goldbelt. So maybe somebody else could do something. Thanks anyway, bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                 |  |
| 06/22/2025,<br>12:59 PM | Phone   | Vessel: Whale Watching | Auke Bay (Marine) | Hi, this is **** calling once again. I feel like I have to call way too often about this, but I'm getting thrashed at the Glacier Seafood dock by whale watching boats. And no, I can't tell you specifically which boat it is because there's so many of them that it's like, damn near a safety hazard to unload your commercial fish in Juneau anymore in Auke Bay. And I've had this happen before. I've got great responses from the owners of, like, Gastineau Guiding, where he basically said you're absolutely right, you have a grievance, but there's nothing we're going to do about it because it would require us to slow down and they're not going to slow down because they don't have to legally do it. [Mr. **** and Bob Janes of Gastineau Guiding have spoken and have agreed to a pathway forward.] So just another local business that's suffering because of tourism. I had a cruise ship run over my gear the other day. You guys put me in contact with a cruise ship agency and they basically said, hey, you can't prove it. So you didn't watch it happen? Yeah, you can prove we were on top of your gear. It was there, and now it's gone. You could provide pictures, any of that stuff. But since it can't be proven, it's just the local business suffering. So it's not all good and it's super frustrating. It's like pretty much every day, all summer here. It's dangerous to be at the dock. They have this beautiful drive-down ramp where everyone should be able to come and work on their boats and do stuff and it's basically unusable on half of it except for the lightweight because it's so rough on one side of it. All summer, you know it's a flat, calm, sunny day and it's like a three foot sucking giant rolling wake in here. So rant over. I know there's nothing you can do about it and tourism wins great. | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 4 M&M Tours Unlimited, 2 Alaska Whale and Drone Tours, 2 Morsa Marine, 2 Tongass Tide |                                                                                                                                                                                                 |  |
| 06/22/2025,<br>9:37 AM  | Website | Aircraft               | Auke Bay (Land)   | Helicopter overflights 9:04 & 9:28 ON A SUNDAY MORNING!!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                                                                                                                                                                                                                                                                                                    | NORTHSTAR HELICOPTERS TO TBMP: Just for reference, NorthStar's first flight of the day did not depart the airport until exactly 9:00am. Jason Kulbeth Director of Operations NorthStar Trekking |  |
| 06/23/2025,<br>1:27 PM  | Phone   | Crossing Guards        | Downtown          | Hello, my name is ****. I just went through town to my home on Thane. No crossing guards at 1:20 in the afternoon on Monday. Very full day. Five boats in. A little chaotic. Just wanted to let you guys know. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                 |  |
| 06/23/2025,<br>1:27 PM  | Phone   | Crossing Guards        | Downtown          | Hi there. My name is ****. I'm a Thane resident and I drive through downtown several times a day every day. Recently no crossing guards. Just now – 1:20 p.m. on Monday, June 24 – not a single crossing guard. There are five ships in town. Getting out to Thane was pretty slow but cars backed up went from the AJ Dock to the Tram through downtown past City Hall. We need crossing guards to be here consistently and at the times that there are big surges like when five ships come on a delayed start day like Monday.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                 |  |
| 06/23/2025,<br>1:40 PM  | Phone   | Crossing Guards        | Downtown          | Hello, my name is ****. I just wanted to say that for most for most of the season it's been excellent...the crossing guards have been on duty and it's been wonderful, but the last 7-10 days I've noticed that the crossing guards are hit and miss. It's very noticeable with people jumping in front of the crosswalks trying to run across, and everybody's waiting for them to go across. The more that the drivers wait, the more people run across the crosswalks. So it's frustrating. Overall I'm very happy with the way things have gone most of the season. Thank you so much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                 |  |

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| 06/23/2025, 2:29 PM | Email | Crossing Guards        | Downtown      | There are no crossing guards on duty on a busy 5 ship day. Traffic from the rock dump to downtown was at a standstill, over 25 mins to get from Rock dump to Manila Square. The tourism best management answering service is unavailable (full), Alexandria Peirce was unavailable. Essentially, a totally ineffective system for responding to issues. Unacceptable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 7 Goldbelt Security  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | TBMP: Re Mr. ****'s comment that the TBMP answering service was "unavailable," TBMP's voicemail was indeed full. TBMP apologized to him and has cleared the backlog. |
| 06/23/2025, 2:29 PM | Email | Crossing Guards        | Downtown      | There are no crossing guards on duty on a busy 5 ship day. Traffic from the rock dump to downtown was at a standstill, over 25 mins to get from Rock dump to Manila Square. The tourism best management answering service is unavailable (full), Alexandria Peirce was unavailable. Essentially, a totally ineffective system for responding to issues. Unacceptable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 7 Goldbelt Security  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | TBMP: As the emailer noted, the hotline message inbox was full. The old messages were deleted.                                                                       |
| 06/23/2025, 2:49 PM | Phone | Vessel: Whale Watching | Other (Water) | My name is ****. I have a complaint about a whale watching boat – Juneau Whale Tours. The vessel was the Corvus. We were running out in our boat with a load of lumber, and at Point Retreat they attempted to cut us off. I waved and they backed off a little but then he got so close to us on the inside between Point Retreat and False Retreat, it was ridiculous. I tried to wave him off numerous times. He just got closer one time and I have video of it. My daughter has video of it. It was a very unsafe practice. I can't believe it. There were no other boats around. There was all kinds of space for him not to get right up next to us in an unsafe manner.                                                                                                                                                                                                                                                                                                                              | 2 Juneau Whale Tours | JUNEAU WHALE TOURS TO TBMP (forwarded to caller): Hello ****, It was brought to our attention, by our captain, that there was an incident while Corvus was being overtaken. I am glad you reached out to share your experience. From the feedback I received from our concerned passengers, on board, the captain attempted to hail you on vhf channel 16 but was unable to raise you and Corvus stayed on course while you passed. That must have been scary. One of the most technical maneuvers while boating is when overtaking vessels. Outside of waving, which requires close distances and clear sight lines, here are some other helpful ways to make intentions clear. These have all been discussed with our crew as well. Rule 13.<br><a href="https://www.navcen.uscg.gov/sites/default/files/pdf/navRules/navrules.pdf">https://www.navcen.uscg.gov/sites/default/files/pdf/navRules/navrules.pdf</a><br>VHF Radio. <a href="https://www.navcen.uscg.gov/radio-information-for-boaters">https://www.navcen.uscg.gov/radio-information-for-boaters</a><br>Proper sound signals. <a href="https://www.boatus.org/study-guide/navigation/sounds">https://www.boatus.org/study-guide/navigation/sounds</a> |                                                                                                                                                                      |
| 06/23/2025, 3:17 PM | Email | Crossing Guards        | Downtown      | People, I live on Thane Road. Earlier this afternoon I needed to pass through downtown, headed North. At about 1:10 pm I found that traffic was backed up past Mt. Roberts Street. It took me approximately 25 minutes to get through downtown. No crossing guards! Not one! Five ships in town and no crossing guards! Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 7 Goldbelt Security  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                      |
| 06/23/2025, 4:36 PM | Phone | Crossing Guards        | Downtown      | There was an issue I wanted to talk about. It happened on Monday the 23rd. At 3:30 in the afternoon, I was driving from Thane, going through town. The traffic was backed up 1/2 mile. It took me almost 1/2 hour to get to the Twisted Fish. And now I found no crossing guard, so everybody had to stop for every single tourist that wanted to go by. When I got to the next [crosswalk] there was a traffic girl holding up all the cars to let each individual tourist that walked up and wanted to cross. She would stop all the cars, and so I rolled my window down, I flagged her over and I said young lady, you have got the cars backed up for 1/2 mile. So I really think that there needs to be a crossing guard supervisor that can train these people, that they need to let cars go through along with people. And it's OK to hold the people up when they've got the cars backed up out of sight. Getting kind of frustrated about all of those tourists and the sloppy [message cut off]. | 7 Goldbelt Security  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                      |
| 06/23/2025, 4:53 PM | Phone | Crossing Guards        | Downtown      | It's about 4:00 PM here on the 23rd of June, and I'm just calling to just give an update/complaint of no crossing guards downtown, and it was lots of people. There's maybe 3 or 4 ships in town, but just curious why there's no crossing guards. Thank you for everything and feel free to call me back.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 7 Goldbelt Security  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                      |

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| 06/23/2025,<br>5:48 PM | Phone | Crossing Guards              | Downtown   | The concern is with the crossing guards today or lack thereof, this 23rd [of June]. Five ships are in at 1:04. I went through [downtown], zero crossing guards at 2:20. When I returned, two crossing guards at 3:50. When I went back in, two crossing guards; came home 5:10 zero crossing [guards]. So I would like a call back. I just wondering what the requirements are of the grant and the contract, and are those not being fulfilled and who's who? Who do they called to enforce it and those kind of questions. So thank you very much. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 7 Goldbelt Security                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | TBMP:<br>Elizabeth called and spoke with Mr. **** about the lack of crossing guards on this particular day (three guards scheduled for duty had called in sick and Goldbelt was trying to find replacements). He was understanding but still frustrated that the lack of crossing guards caused havoc. |
| 06/23/2025,<br>5:53 PM | Email | Crossing Guards              | Downtown   | I was told that this is where I should report an issue regarding the lack of crossing guards and the resulting significant traffic delay I experienced today. At approximately 2:00 PM on Monday, June 23rd, while traveling from Thane to downtown, it took me 15 minutes to cover just a quarter mile between the hill by the Princess cruise ship dock and Taku fishery due to a long line of tourist buses and local vehicles. It then took an additional five minutes to reach the Hangar. At the time, five cruise ships were in port, and there were no crossing guards present at any of the crosswalks. It quickly became apparent that the congestion was due to tourists crossing the street continuously, with no one in place to manage the flow of pedestrian and vehicle traffic. I have lived out Thane for 13 years and have never encountered this level of delay—aside from one similar instance earlier this season when there was also a lack of crossing guards. Not only was this an unexpected and frustrating delay, but it also raised serious concerns about what might happen if emergency services were needed out Thane during such congestion. The potential impact on response times is frightening. I hope the issue that led to today's situation can be addressed to prevent similar incidents in the future. Thank you for your time and attention.                                                                                                                                                                                                              | 7 Goldbelt Security                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                        |
| 06/23/2025,<br>6:21 PM | Phone | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive | Hi. Today June 23rd (Monday). Grayline bus 81136 cut across 2 lanes of traffic going in bound between Riverside and Mendenhall Loop Rd. They went across and they cut off a car. Had they [the car] not been paying attention, there would have been an accident. And I've noticed that the tour bus drivers are driving really poorly this year. And I'm going to start reporting it every time and taking pictures and start reporting it to the Police Department, because these bus drivers are really unsafe this year. They didn't signal and wait and go; they signaled and went. And it could have caused a bad accident. And so I hope that they can fire that bus driver 81136 Grayline, because they're really bad.Last week the Salmon Bake 24-seater van didn't stop with the intersection coming out of there to take a left to go on to Egan, and they almost hit me. And I had three little kids in the car, and luckily I was able to swerve into the oncoming lane and thankfully there was no cars. But they would have hit me and probably killed the four of us. The bus drivers are really bad this year, and I reported it to Salmon Bake, and I don't know if they did anything and I don't know if you guys are going to do anything. The bus drivers are slowing down going like 35 so they can let the tourists look at the bears and the eagles at the dump. So I don't know, maybe you could do a fast blast to all your tourism operators for the tourism best practices management program, to drive safer and not to go 35 on Egan and suddenly stomp on the brakes. | 2 Alaska Travel Adventures, 3 Royal Hyway<br>Tours-HAP Alaska-Yukon | HAP ALASKA-YUKON TO TBMP: I called **** today. She did not answer. Left a message relaying to her that we appreciated her concerns about Grayline bus 81136 cutting across two lanes of traffic was left. The event is under investigation, and we will review with the driver so as to foster a safer environment. Thank you, Whitney Schaeler, Juneau Transportation Manager IRIDE ALASKA TO TBMP (forwarded to caller): Thank you for bringing this to our attention. I will make sure our guides are fully aware of this. Thank you! Maddie Cordle, Admin Assistant | TBMP:<br>Elizabeth issued a reminder regarding driving safely to TBMP tour operators.                                                                                                                                                                                                                  |

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| 06/23/2025,<br>6:36 PM | Phone   | Crossing Guards | Downtown        | Hello I'm just calling to report that on Monday the 23rd at 5:00 PM there were zero crossing guards anywhere to be found and there were four ships in town. So, four ships going crazy. Zero crossing guards. We were told to call to make you aware of that. Thank you. | 7 Goldbelt Security                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                   |
| 06/23/2025,<br>8:05 PM | Website | Aircraft        | Auke Bay (Land) | Helicopter 8:05pm, 8:15pm, 8:27pm... WT*!?                                                                                                                                                                                                                               | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP (forwarded to submitter): Good Morning, Coastal Helicopters concluded flying on Monday, June 23rd @ 7:48pm. Kind Regards, Sarah Lowell, General Manager TEMSCO HELICOPTERS TO TBMP (forwarded to submitter): Hello ,At Temsco out last flight was on the ground at 1932 on Tuesday the 24th, we also had a non-tour related flight come in from outer point and land at 2002 on the 24th. I'm not sure if the complaint was from the 23rd or the 24th but our last aircraft was on the ramp at 1933 on the 23rd as well. Temsco is and will continue to operate tours within the time constraints set for in the TBMP guidelines. Thanks, Eric Main, Juneau Flight Operations Manager NORTHSTAR HELICOPTERS TO TBMP (forwarded to submitter): At least two of these time frames **** references were likely NorthStar Helicopters. On this day all of our tours were scheduled to be complete by 20:00 however we had a mechanical issue with one helicopter at around 17:45. This caused the end of day schedule to become a little hectic as three helicopters had to complete the flights scheduled in four. The last scheduled departure was at 18:30 and all flights were back on the ramp by 20:30, well within the TBMP guidelines. Jason Kulbeth, Director of Operations | TBMP also provided submitter with flightseeing guidelines from the 2025 TBMP Guidelines document. |

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| 06/23/2025,<br>8:18 PM | Phone   | Aircraft | Auke Bay (Land) | <p>Hi. **** here calling from Auke Bay today. I was at Auke Lake as well. I'm calling for the airport manager and for the assembly. They are operators of JIA, and I'm just sharing helicopter noise has been an issue this evening. I was with a family member for a walk, and there were several times that we had hard time hearing one another talk because of the constant helicopter noise. It was without interruption. Helicopters from 6:15 till I just walked in the door at 8:00, and now they're flying one helicopter each direction. I don't know why. But it does not do the tourism industry any good. This is why you have citizen initiatives and why you have lawsuits. This is why you have people that are not happy with their environment as well. And it's really because you don't manage the situation and you have the legal ability to do it. Your attorneys tell you otherwise. They do not give you good advice too frequently, unfortunately. But we, as a populist, do not need helicopters to be making money on top of our conversations with family members on public land. On top of being off of our work and wanting to be relaxed and enjoy the outdoor space that we've curated with public dollars. And it's really not good for running the tourism industry as a whole, you know, kind of like the whole public opinion of it and consistency and predictability and all those things that, you know, the businesses get themselves all wrapped around an axle on. So I just really think that if you are caretakers and you are stewards, that this is something that you would want to do. The helicopters aren't going to do it themselves. The operators don't have enough invested in the property to actually steward it or really care about how things are going to turn out [message cut off, caller called back and continued]... So the helicopters have been going to the whole time since I've called last. So, solution-oriented: how to solve the helicopter issue? If we could put hours of operation so that they have a 10 hour day (they can start it at 8:00 AM and then they're done at 6:00 PM). And that starts to put some sideboards on things where people can get off work and go out to enjoy space and have some predictability of when they're not going to be impacted by the helicopter operators. And this is solution oriented. It does not tie the resident down to the tourism best management practices program, which, if you'll notice has not evolved since it was first put in place. I mean, you've put more practices in, but you yourselves haven't regulated or stepped back from what you put on paper, like 20 plus years ago and there's been double digit growth for the last 20 plus years or 23 out of 25 years or something like that. So to hold everybody else to "don't complain, don't do an initiative, don't say anything bad about double digit cruise ship growth" is really not fair in the whole scheme of things. It's really not a true accounting of the industry and it really does push people into a corner that if you had hours of operation and if you weren't such, you know the addicts, I mean it's really an addict behavior. But anyway, if you weren't such addicts to helicopter fuel transfer surcharges or whatever it is that you think that that run in people, you know, whatever it is [message cut off]</p> |  |  | As requested by caller, the concern was sent to the Assembly and the airport manager.                                                                                              |
| 06/24/2025,<br>8:18 PM | Website | Aircraft | Auke Bay (Land) | <p>8:18pm, 8:28pm, 8:40pm... "Best Practices" my ***.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  | <p>TBMP: This concern is a followup to a similar concern submitted on 6/23/25, which was answered by each of the helicopter companies. This concern was not forwarded to them.</p> |

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| 06/24/2025, 8:28 AM  | Phone   | Crossing Guards           | Downtown          | Good morning. It's 8:25 AM on Tuesday, June 24th. There's four large cruise ships in town. Sidewalks are full and there are no crossing guards again. 8:25 in the morning. It's peak time before people have tours. And there were no crossing guards. Why are there no crossing guards in the peak of the season where there's been four or five ships in town. There's a lot of foot traffic there. Please get the cruise ship traffic managed.                                                                                                                                                                                                                                                                                                                                                                                                                | 7 Goldbelt Security                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| 06/24/2025, 8:38 PM  | Email   | Vessel: Whale Watching    | Auke Bay (Marine) | At approximately 8:25pm on 6/24 we saw this boat kicking up a lot of wake exceeding 4 knots rocking all the boats in the harbor. After they dropped off their passengers they resumed their excessive speed. Please address this. Thanks. [three images attached]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2 Harv & Marvs Outback Alaska        | HARV & MARV'S TO TBMP (forwarded to emailer): Thank you. We spoke to the Captain and it was great having pictures and a time. The issue was addressed, and it will not happen again. Louis Juergens.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 06/25/2025, 10:29 AM | Phone   | Vessel: Whale Watching    | Auke Bay (Marine) | My name is ****, I have the fishing vessel ****. It is June 25th about 10:30. At about 8:00 this morning I was leaving Auke Bay when the Kaytos (I believe it's related to the Alaska Galore tour operation) almost rammed into the side of us. I had the starboard right-of-way, larger vessel leaving. He was not paying attention and almost ran into us. I had to stop, go full reverse to avoid a collision. He was going about 30 knots. I'm pretty sure he was trying to go A to B out of Auke Bay to the Coghlin pass and not paying attention and would have killed us. That's absolutely insane, so I'd like to lodge a formal complaint against the operator.                                                                                                                                                                                         | 2 Alaska Galore Tours                | ALASKA GALORE TO TBMP (forwarded to caller): We were able to speak to the captain this afternoon - I did not contact the caller directly. Captain Daniel stated that he was leaving Statter Harbor, heading towards the Coughlin cut and a commercial fishing vessel was coming out from around the vicinity of the LBF dock. He made an assumption that the boat was going to be heading towards the Coughlin cut also and proceeded with his course. He realized that the vessel was going to take the south end of Coughlin and continue on so Captain slowed speed and altered course to pass on the Stern. Captain states that the distance between the vessels was no less than 100 yards. He did not observe any signs of a hard stop or reverse maneuvers from the commercial vessel. As always, we reminded the captain and crew to always be alert to unexpected situations. Thank you for the opportunity to respond. -Jamie Letterman |  |
| 06/25/2025, 4:41 PM  | Email   | Vessel: Other             | Auke Bay (Land)   | Yesterday afternoon (6/24) a little after 4 pm I noticed a Dangerous Waters pickup truck hauling jet skis out of Auke Lake on the CBJ launch ramp. I don't believe that Dangerous Waters operates tours on Auke Lake, so it looks to me like they were using the lake to rinse their watercraft. I know that the CBJ prohibits the rinsing and flushing of boats in Auke Lake. I hope I am wrong about what I saw, but if the company is using Auke Lake to rinse their jet skis, I hope that they will stop. I'd appreciate an explanation from either TBMP or the company. I am copying CBJ Parks and Rec as they operate the wayside and have posted the regulations. Thanks for your help with this.                                                                                                                                                         | 4 Dangerous Water Adventures         | DANGEROUS WATER ADVENTURES TO TBMP (forwarded to emailer): Good Day, We would NEVER rinse watercraft in Auke Lake. We pulled two watercraft out of storage and before putting them into service we tested them on Auke Lake for safety. Dangerous Water Adventures strives to follow all rules of the road and water at all times. If you have any further questions please call me direct. Steven Moll, Adventure Guide                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
| 06/25/2025, 4:46 PM  | Phone   | Vehicle: Bus/Shuttle/Taxi | Downtown          | Hello, my name is ****. I am leaving downtown after work and I noticed HAP's Sprinter van #359 failed to yield at a Yield sign with oncoming traffic and then also failed to yield to a pedestrian already in the crosswalk. So that is my main concern. It happened Wednesday, June 25th, at 4:40. Thank you so much for all you do.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3 Royal Hyway Tours-HAP Alaska-Yukon | HAP ALASKA-YUKON TO TBMP: I called **** discussed crosswalk and pedestrian safety and procedures. We've also sent out a safety alert to all drivers about crosswalk and pedestrian safety. Thank you, Whitney Schaeler, Juneau Transportation Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| 06/25/2025, 7:00 AM  | Website | Vehicle: Bus/Shuttle/Taxi | Egan Drive        | The Harv and Marv bus Megatron was going way too fast on Egan . If you can't obey the law they you shouldn't be allowed to operate a bus your shouldn't be on the road . Slow down !!! Stay in you're lane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2 Harv & Marvs Outback Alaska        | HARV & MARV'S TO TBMP: Thanks so much for bringing this to our attention. I spoke with the driver this morning and she assured me she has been using cruise control to maintain appropriate and consistent speed. She did have some of our Dock Staff on board and they were talking about Nintendo and gaming and she possibly may have drifted toward the middle line but she is 100% sure that she did not exceed the speed limit. I stressed the importance of focusing on driving and trying not to engage with any passengers that she may have on board. -Jamie Letterman                                                                                                                                                                                                                                                                                                                                                                  |  |
| 06/26/2025, 4:27 PM  | Phone   | Other                     | North Douglas     | Today at 3:22 PM I was headed southbound on North Douglas coming from the Outer Point area. As I was getting close to the intersection of Fish Creek Road, a white Alaska Zipline van that was on Fish Creek pulled out right in front of me. I beeped my horn. The van driver then took off also headed southbound on North Douglas Hwy - just took off and left me in the dust. At one point I estimated the driver was going 50-55 MPH in a 45 MPH zone. I didn't get a license plate number but right above the Zipline logo was the word Rupert (I think). I'm very concerned that the driver was speeding on North Douglas. The North Douglas Neighborhood Association has a lot of concerns about traffic on the road, and it's just not best management practices to be going 5-10 MPH over the speed limit, so I hope somebody will at least follow up. | 4 Kawanti Adventures                 | KAWANTI ADVENTURES TO TBMP (forwarded to caller): Thanks for letting us know about the incident you observed involving one of our vans yesterday. As a resident of North Douglas myself, I'm aware of the community's concerns about traffic on North Douglas Highway and want you to know we're taking the report seriously. I have reviewed the situation and will be addressing the speeding issue with the driver in question. Additionally, in response to this incident, I have reminded all our drivers that their responsibilities to safety and traffic laws supersede any urgency they may feel to maintain tight schedules. We appreciate your note — it helps us do better. Best regards, John Shanks, Operations Manager                                                                                                                                                                                                             |  |

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| 06/28/2025,<br>10:51 AM | Phone   | Vessel: Other          | Other (Water)   | Hi, this is **** calling. My number is **** and we are out fishing out off of the Douglas boat ramp, and it's pretty windy today. I don't know the name of the kayak company. They have red kayaks and a yellow leader's yellow kayak. The last two times we fished here they seemed to cross right in front of the fishing boats. And I know there's a lot of fishing boats out here, so it's hard. But today was windy and we didn't really have a lot of control over the boat and a large group cut in front of us and we kind of barked at them. I don't think they understood. I think they thought we were being rude. We had fishing lines out. If we slow down our lines get all tangled. I just think cutting up in front of a fishing boat with 10 or 12 kayaks on a windy, windy day, it's just not the smartest choice, so I think they just need to know.                                                                                                                                                                                                                                               | 2 Alaska Travel Adventures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ALASKA TRAVEL ADVENTURES TO TBMP: Good afternoon, ****. I'm sorry for the frustration you faced while fishing near the Douglas boat ramp on such a windy day when our kayakers crossed in front of your boat. We understand how difficult it must have been with your lines out, especially with so many boats in the area. Our guide was doing their best to navigate the group safely through the crowded waters, which can be very challenging. We regret any miscommunication and have reached out by phone, leaving a message to discuss further. We'll review this with our team to improve future navigation. All the Best, Ryan Rushton, Vice President - Operations |  |
| 06/30/2025,<br>1:59 PM  | Phone   | Crossing Guards        | Downtown        | It is 1:57 on Monday, the 30th of June, and once again the cars are backed up halfway down the Rock Dump, trying to get through downtown Juneau. This is just ridiculous. Somebody needs to figure this out. Get some flaggers down there and let these cars go through. Getting a little tired of reporting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 06/30/2025,<br>10:51 AM | Website | Vessel: Whale Watching | Saginaw Channel | To all whale watching operators in the Juneau area. I am submitting a COMPLIMENT only. The Juneau Whale HEALTH team has a grant from National Geographic Crittercam to use their specialized suction cup camera tags on humpback whales in the Juneau area for research purposes, working under NOAA research permit # 20648. This requires us to get close enough to whales to reach out with a long telescoping pole to attach the suction cup to their backs. We have had several days in the field so far this summer and we have noticed that the whale watching community has been incredibly respectful and courteous to our team on the water, which has been so helpful in our efforts. THANK YOU all for the support, professionalism, and coordination with this effort. We will conduct several more field days to deploy tags throughout the rest of the season and will share any insightful and/or interesting footage we capture with the community. Don't hesitate to reach out if you have any questions, and please pass on our thank you to your captains and crew. Suzie Teerlink/ Juneau Flukes | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Lost in Alaska Adventures, 6 Rum Runner Charters, 2 Alaska Whale and Drone Tours, 6 Undisclosed Excursions, 2 Morsa Marine, 2 Tongass Tide, 2 Charter Juneau |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 06/30/2025,<br>11:14 PM | Website | Crossing Guards        | Downtown        | I'm sure you are aware and there probably isn't anything that can be done about it, but we have had few or no crossing guards downtown for much of the last few weeks. I'm sure this is because Goldbelt Security's contract is winding down, and they are no longer fulfilling the responsibilities of their contract. This illustrates a pretty big problem with the mid-season start/end to contracts for the crossing guards. Once a contractor has lost their contract or given up their contract, they are either unable or unwilling to fulfill the requirements of their contract as it comes to an end. I have high hopes that the JEDC will step in and get the crossing guard program going again.                                                                                                                                                                                                                                                                                                                                                                                                         | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 06/30/2025,<br>12:53 PM | Phone   | Crossing Guards        | Downtown        | I've called once or twice this year to say that the crossing guards have been doing a better job, but I just drove into town. Now 4 ships are docking at 12:30 to 1:00 and there wasn't any crossing guards. I'm hoping they're going to start at 1:00. I can't believe that they don't have that scheduled, but maybe it'll improve in the next 10 to 15 minutes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 06/30/2025,<br>2:23 PM  | Phone   | Crossing Guards        | Downtown        | Good afternoon. My name is ****. I live at **** Thane Rd. I just came through the bottleneck downtown near the tram and from the tram heading south to Mount Roberts Road there was a backup of 67 vehicles. There's not a crossing guard to be seen. Everything is piled up and congested in that strip. At least 1/4 of them were buses. And ¼ were probably vans that are associated with the tourist industry and other things, but it's absolutely ridiculous that us locals have to live with this kind of congestion and it just doesn't work. I mean, you got to be able to do something about it at least. Keep the crossing guards in place so they can keep the traffic moving. People are just running across willy nilly, so I mean something needs to be done about that.                                                                                                                                                                                                                                                                                                                               | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

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| 06/30/2025,<br>2:28 PM | Phone   | Crossing Guards              | Downtown        | Wants to complain about why the crossing guards aren't working.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | This concern was forwarded to TBMP from CBJ, as the caller had contact the City Manager's office with the complaint. |
| 06/30/2025,<br>3:37 PM | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive      | I just saw an M&M's tour bus, a green one, just make a dangerous lane change on Egan just after the McNugget light inbound. There was a loader in front of them, so they decided to switch into the left lane without paying attention, and they nearly clipped a red pickup truck. It was just not a good idea. So if you could call M&M and tell them that whoever was driving their green bus inbound about 3:32 going by McNugget, when they made that lane change, they needed to look first because they really did not think about who was coming up on that side, and it was a pickup truck. It was red it. It wasn't like it was invisible.                                                                                                                                                                                                                                                                                                                                                                                     | 4 M&M Tours Unlimited                                                                                                                                                                                                                                                                                                                            | M&M TOURS TO CALLER: Hello ****, Thank you for bringing the incident with an M&M green bus to our attention. We take reports of unsafe driving very seriously, and however unfortunate it may be, reports like these help us a ton to better improve and enforce both safe and defensive driving standards. We have been reviewing both our dash camera footage and GPS tracking data to look into this incident thoroughly. Corrective action and retraining for the whole team will follow. If you have any additional information or concerns, feel free to let me know. Thank you again, Danny Roberts, Compliance Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                      |
| 06/30/2025,<br>6:00 PM | Website | Vessel: Other                | Auke Bay (Land) | Slow down in the harbor charter boats                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Juneau Lighthouse Tours, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 6 Undisclosed Excursions, 2 Morsa Marine, 2 Tongass Tide | WILLIAM ANDREWS TO TBMP (not forwarded to submitter as no contact information was provided): Yes courtesy and being a good neighbor is right up at the top with Whale SENSE and Passenger Safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                      |
| 06/30/2025,<br>6:35 PM | Email   | Crossing Guards              | Downtown        | Today, Monday June 30th, there were no crossing guards at any of the crosswalks both times I drove through. It was the same yesterday. People everywhere....What is happening?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 7 Goldbelt Security                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                      |
| 06/30/2025,<br>7:31 PM | Email   | Other                        | Lemon Creek     | On a rare sunny day, several seniors and I walked the twin lakes walk/bike path. This day several of the commercial bike tourists were on this path (red helmet identifier). They were courteous and aware of walkers. However, is a commercial bike business allowed to have their customers use the twin lakes path? The path is not really built for speed and large groups of bikers. Also I have not personally seen but have heard that the new jet skiers in the channel, etc. are coming very close to wildlife. Doesn't seem like this new startup has any regulations, licensing etc or is this in the process? Thanks.                                                                                                                                                                                                                                                                                                                                                                                                        | 8 CBJ Parks and Recreation, 4 Dangerous Water Adventures                                                                                                                                                                                                                                                                                         | DANGEROUS WATER ADVENTURES TO TBMP (forwarded to emailer): Good Evening, I am writing on the concern that Dangerous Water Adventures 3 hour tours may be getting too close to wildlife. Dangerous Water Adventures adheres to strict protocol regarding safe watercraft operations as well as wildlife viewing regulations set forth by NOAA. We have been operating in Canadian and Alaskan waters for 9 years with zero incidents or violations. Our company is setting the standard for safe, respectful, and lawful operations of personal watercraft in northern waters. We live and work in Juneau full time and respect our neighbors and our natural environment. In fact, we have taken crew from the whale disentanglement program out with us to give opinion and instruction on safe wildlife viewing. I personally invite you to call me directly if you see anything that reflects otherwise. Steven Moll, Adventure Guide CBJ PARKS & RECREATION TO EMAILER: Good Afternoon ****, Thank you for submitting your concern to the TBMP hotline regarding bike use on the Twin Lakes path. What you observed does not appear to be part of a commercial bike tour, but rather individuals who had rented bikes for personal use. Since these riders are not part of a guided or organized commercial tour, we are not able to restrict where they choose to ride—similar to how we can't regulate where someone drives a rental car. That said, I can confirm that commercially guided tours is not permitted at Twin Lakes. I understand this may not be the answer you were hoping for, but I appreciate you taking the time to reach out. I'm also glad to hear the riders were courteous to walkers on the path! Please don't hesitate to reach out if you have any further questions or concerns. Lauren Verrelli, Deputy Director |                                                                                                                      |
| 07/01/2025,<br>7:06 PM | Phone   | Aircraft                     | Auke Bay (Land) | **** calling from Auke Bay, calling for the operator of JIA. Need to let you know that it's like 7:00. I've been in the house here for about an hour or so and it's been just solid, the background drone of helicopter noise inside my house for the last hour. I haven't really noticed a time that it was not occur. It's the consistency of noise inside my house that I can hear, and it's just it's like a couple \$100 in taxes that you guys have raised between 6:00 PM and 9:00 PM with all the helicopter tours and all the other tours that you do on city property. I mean it's like the bad money, the money that has no benefit or return. It's the negative spending, really, where it starts to come back to you and not be a benefit. It's a detriment after. You know, a 10 hour day it starts to count back against you rather than for you, even though you still collect taxes and all that type of stuff. So just calling to let you know we're negative spending here and not pay with helicopters this evening. |                                                                                                                                                                                                                                                                                                                                                  | TBMP: This concern was forwarded to the Juneau International Airport manager's office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                      |

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| 07/01/2025,<br>9:57 AM  | Phone   | Crossing Guards              | Downtown   | It's Tuesday, July 1st, just before 10 a.m. My complaint is against all the cruise ships that have loads of passengers from their cruise ships with one – a single – crossing guard. So people just crossing willy nilly in little droves of ones and twos and threes and holding up traffic. Unacceptable to people who live in this town and who have to have a reasonable quality of life. So my complaint is if they can't find people to man the crosswalks, pay them more money. If the cruise ship industry has to pay people \$500 an hour, that's what they do so that people can live in this community without complete frustration. Thank you. | 7 Juneau Economic Development Council                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | JEDC TO TBMP: Thank you for reaching out! So far, all scheduled staff have arrived early for their shifts and we are operating at the current manpower as planned: Goldbelt Tram Area - 8AM-4PM - JL (shift change at 4PM to JH); Marine Park (Library) - 8AM-12PM - JM (shift change at 12PM to JB); On-Street Supervisor - 10AM-6PM - MH; Dispatch - 8AM-8PM - CB. The three additional crosswalks under contract will be staffed at 2PM to accommodate the influx of passengers arriving on the Anthem and the Encore. Kindly, Charlie |  |
| 07/02/2025,<br>12:41 PM | Email   | Vehicle:<br>Bus/Shuttle/Taxi | Downtown   | Good afternoon, I was walking downtown near 6th Street and witnessed a taxi from Juneau Taxi running through stop signs at high speed on 6th Street around 12:25 today, July 2nd. The license plate was JKL664. Just wanted to let you know.                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | TBMP: Juneau Taxi is not a 2025 member of TBMP, but the concern was forwarded to them.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| 07/03/2025,<br>4:30 PM  | Website | Compliment                   | Downtown   | Since July 1 there has been a noticeable difference with crossing guards. Traffic has moved well, and most importantly the guards themselves appear to be attentive and engaged in what they are doing. As a Thane resident this is meaningful                                                                                                                                                                                                                                                                                                                                                                                                             | 7 Juneau Economic Development Council                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 07/05/2025,<br>10:30 AM | Website | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive | Juneau Tours and Whale Watching, Coastal Helicopter, Gastineau Guiding...in general, not just the 3 mentioned above...companies traveling 50 mph or less on Egan. Included in that are the rented jeeps. Please remind drivers that the speed on Egan is 55.                                                                                                                                                                                                                                                                                                                                                                                               | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 4 AJ Mine Gastineau Mill , 3 Alaska Fjordlines Inc, 2 Alaska Galore Tours, 4 Alaska Icefield Expeditions, 3 Alaska Coach Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 6 Anchor Point Lodge, 6 Chum Fun Charters, 1 Coastal Helicopters, 3 Crew International Tours, 4 Cycle Alaska, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 4 Glacier Gardens Rainforest Adventures, 4 Gold Rush Dog Tours, 4 Goldbelt Tram, 3 Royal Hyway Tours-HAP Alaska-Yukon, 2 Harv & Marvs Outback Alaska, 4 iRide Alaska/Segway Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 4 Juneau Food Tours - Taste Alaska, 2 Juneau Lighthouse Tours, 6 Juneau Sportfishing, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 4 Kawanti Adventures, 4 Last Chance Tours, 4 Liquid Alaska Tours, 6 Lost in Alaska Adventures, 4 M&M Tours Unlimited, 4 Macaulay Salmon Hatchery, 1 Northstar Helicopters, 6 Rum Runner Charters, 6 Shelter Lodge, 1 TEMSCO Helicopters, 4 Treadwell: Alaska's Lost Mine, 3 Unplugged Adventures, 4 Wings Airways, 4 Juneau Private Tours, 2 Alaska Whale and Drone Tours, 4 Dangerous Water Adventures, 4 Wild Coast Excursions, 4 Breathe Alaska LLC, 4 Juneau Snorkeling, 6 Undisclosed Excursions, 6 Waters Edge Lodge, 6 Noble Eagle, 2 Morsa Marine, 4 Alaska X, 6 Angler's Choice Alaska, 4 Paddle Juneau, 6 Apex Lodge & Charters, 4 IntoAlaska, 3 Explore Juneau, 4 Juneau Local Tours, 6 Pybus Point Lodge, 6 Adventure Fishing Tours, 2 Tongass Tide, 3 Tee's Crew Shuttle & Tours, 4 Alaska on Tap, 4 Capital City Tours, 2 Charter Juneau | TBMP sent a reminder to observe speed limits to all members who provide tour transportation.                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

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| 07/05/2025,<br>10:38 AM | Phone   | Vessel: Whale Watching              | Auke Bay (Marine)            | Yes, good morning, this is **** and it's about 10:30. The catamaran Thundercloud got on step almost before the no wake buoy. Came out 400 yards if even that and proceeded to do a man overboard drill, spinning around in tight turns. Did it twice. I did call him on the VHF. Ignored it the first time. I repeated myself, asking "can you go further out in the bay/" and the operator said yes, he could. But this is not the first time for some of these boats, and I think it needs to be brought to their attention. I would also like to bring to your attention that Alaska Travel Adventure has done a fantastic job. They're slowing down way out. You wouldn't know that they were the same operation. Believe me, they need a gold star. We appreciate it. Thank you and good afternoon. | 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Havy & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 2 Morsa Marine, 2 Charter Juneau | JUNEAU TOURS & WHALE WATCH TO CALLER: Hello Mr. ****! I hope that in the mean time you have seen an improvement by all of our vessels as we have implemented new routes and additional slowdown and speed procedures. If you ever need to contact me, this is my cell (907)723-3208. I am in always in easy contact with all my vessels and captains and can get you a response and even results within minutes with any concern or request. Kindly, Serene Hutchinson, General Manager                                                                                                                                                                                         | TBMP: Unfortunately this concern, while documented in the TBMP system, was inadvertently not forwarded to the operators on the list shown in the report. Once realized (on August 1), TBMP notified the caller as well as Juneau Tours & Whale Watch and Alaska Travel Adventures of the mistake. |
| 07/06/2025,<br>12:12 PM | Email   | Aircraft                            | Auke Bay (Land)              | Rattle Rattle Rattle Rattle. Every day. Ignoring the impact this has on community members is divisive. You are contributing to the divisiveness in our community. Don't we have enough to feel divided over?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | This email was also sent to Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk's office at CBJ.                                                                                                                                                                                     |
| 07/08/2025,<br>1:53 PM  | Phone   | Cruise: Emissions (referred to DEC) | Downtown                     | I live downtown in Juneau, and I'm calling to complain about a smell of engine exhaust that permeating downtown, from up on Starr Hill down to the Flats and down to the waterfront as well. I believe this is probably due to ship exhaust – excess air pollution – and I'm not going to go to DEC because I tried to do that and I couldn't find the form you talked about. So I'll let you call DEC about this. It's pretty disgusting. We live downtown and it's coming into our house, and it should stop.                                                                                                                                                                                                                                                                                          | 9 Referred to AK DEC                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | TBMP: The Tourism Hotline has a long-standing policy of referring emissions concerns to DEC. The URL in the hotline message was checked and does link to the DEC page with information about filing an emissions concern.                                                                         |
| 07/08/2025,<br>10:23 AM | Website | Vessel: Whale Watching              | Auke Bay (Marine)            | Sealion tour skiff slow down in the harbor . Don't flip people off because your doing 10 knots in the harbor and they tell you to slow down . Your behavior is unacceptable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 8 CBJ Docks and Harbors                                                                                                                                                                                                                                                                                                                                                         | SEA LION ADVENTURE TOURS TO TBMP (not forwarded to submitter as email address is invalid): Hello ****, thanks for being a concerned citizen. I believe it's what makes Juneau so very special. While I agree that vessels should not speed through the harbor, I don't believe the incident involved my 30' tour boat, which may have been mistaken for a "skiff." I personally operated the boat on July 8th with a small family onboard and was not in a hurry or speeding. I did not receive any warnings to slow down and have never made obscene gestures from my boat. As a long-time, year-round resident of Auke Bay, I value and respect our community. Carl D. Greene | TBMP: Sea Lion Adventure Tours is not a 2025 member of TBMP, however the concern was forwarded to them and also to Docks & Harbors.                                                                                                                                                               |
| 07/08/2025,<br>8:20 AM  | Email   | Other                               | Mendenhall Glacier Rec. Area | Good morning, I'm a long time and frequent East Glacier trail user. I know when I hike in summer I will cross paths with a tour group or two. Yesterday (July 7th) I had to pass 4 large groups in less than 30 minutes at the beginning of the trail. I believe that this is too big of an impact on that trail and other users. I'm always friendly and grateful when passing. I have noticed this season that not all the guides are quick to ask the group to allow passing -- this happened with two of the groups yesterday. I'm also curious if the biking and hiking groups are larger this season.                                                                                                                                                                                              | 2 Gastineau Guiding                                                                                                                                                                                                                                                                                                                                                             | GASTINEAU GUIDING TO TBMP (forwarded to emailer): Good Morning! Thank you for passing this along! As I'm sure you know, Monday afternoons are always busy due to the weekly timing of the cruise ships. With all or most of the ships arriving at once, it's difficult to spread out the tours as we do during the rest of the week, so the trails are busier with us and all the companies. While we are unable to change the cruise ship schedule, we will continue to remind our tour guides to be mindful of local hikers on the trail, especially on these busy days! Thank you! Steven Arends, Operations Manager                                                         |                                                                                                                                                                                                                                                                                                   |

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| 07/09/2025,<br>7:58 PM  | Phone   | Other                     | Thane           | We are having trouble getting on the Internet at our house. We live down on Thane, and we have bandwidth issues when there are a bunch of cruise ships in. We also have trouble with getting cell phone coverage or cell phone calls dropping. It only happens when there are cruise ships in town. It never happens any other time, and it happens regularly. So we are impacted by not having good cell service and Internet when the cruise ships are here. I don't know how that all works, but it's the fact of when they're in town. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 8 CBJ Tourism Department                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 07/12/2025,<br>12:55 PM | Phone   | Crossing Guards           | Downtown        | Hi, my name is **** and I am working for Travel Juneau in the CST building right now, and there's a crosswalk guard who keeps yelling at all the tourists. I really believe she's just trying to keep them safe, but she's saying "you know better." And she's really kind of scolding them and yelling at them and I don't know who it is, but it's a shift here on the 12th. I've been here since 11:00, so she's been doing it from 11:00 AM to 1:00 PM. So I just wanted someone to know about it. Maybe look into it. Thank you very much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 7 Juneau Economic Development Council                                                                                                                                                                                          | JEDC to TBMP (forwarded to caller): In our staff training, we have emphasized safety, which includes using a whistle or otherwise getting people's attention to help pedestrians avoid putting themselves in harm's way. Our intent is to be helpful. We have met with the staff person and will work them and all staff on communicating in the most friendly manner possible. Charla Brown.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
| 07/13/2025,<br>10:36 PM | Phone   | Cruise: Visual            | Downtown        | Hi folks at Tourism Best Management Practices, this is **** calling you for the second time this year, 10:30 here on Sunday night, watching television on the big screen of the ship. Whatever it is, it's moored out on the Rock Dump. So I would really appreciate if you folks would give them a call and ask them to remember to turn their TV's off when they're in port. It's not the the kind of scenery I want to look out my window. Appreciate you. Thank you very much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 7 Cruise Line Agencies of Alaska                                                                                                                                                                                               | CRUISE LINE AGENCIES OF ALASKA TO CALLER: Hi ****, Thank you for letting us know. We will correct the matter below. Assume new staff took over that position and the turning off at Dupont Dock was not passed along. We will make sure ship is adhering to the guidelines. Best regards, Andrew Green, Port Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 07/13/2025,<br>3:15 PM  | Phone   | Vehicle: Bus/Shuttle/Taxi | Egan Drive      | Hello **** here. Today is Sunday, July 13th, and I was turning right onto Egan drive at the 10th St. intersection, waiting for traffic to clear since you can have the right of way at that point. Two commercial vans came through and then an M&M big bus was just booking it through the intersection, which is always annoying because if you don't have good sight lines to make a right hand turn onto Egan. So I followed it. Before I got to the hospital intersection, the M&M bus not only was way ahead of me, but had passed the other two vans on the road that had gone through the intersection ahead of it. My impression is it was going well past the speed limit. This is the M&M Tours bus and the time was 3:10 approximately on Sunday afternoon, July 13th. That driver needs to cool his jets. Thank you.                                                                                                                                                                                                                       | 4 M&M Tours Unlimited                                                                                                                                                                                                          | M&M TOURS TO TBMP: Thank you for taking the time to voice your concern about the speed of our bus and the conduct of the driver. Safety is our top priority, and we appreciate every opportunity to improve. All of our buses are equipped with GPS tracking devices and speed governors that cap their maximum speed. We will review the telematics data from the trip in question and discuss our findings in an upcoming safety meeting with the driving team. I also spoke with **** and had a constructive conversation about his observations. Please know that we take this matter seriously and will address any issues that come to light. If you have any additional details or questions, feel free to reach me at 907-419-1235. Thank you again for bringing this to our attention and for helping us keep our passengers safe. Sincerely, Robert Steinke, General Manager |  |
| 07/13/2025,<br>8:35 AM  | Website | Other                     | Other (Land)    | All cruise agency contacts and tour operators inclusive of 'you drive' private vehicle rentals: This is a repeat, pro active request (as made a year ago following incidents of visitors in local streams picking up spawning salmon for selfie) that all visitors who are renting self drive or on private tours via taxi or 12 passenger commercial tours be informed that it is not only disruptive to the salmon cycle to wade into streams to 'touch' or pick up fish ...but that it is also against the law. Perhaps there could be information sheets in vehicles, or operators provide visitors with information on the salmon life cycle so that visitors can enjoy observing 'fish fighting their way upstream' without impeding them. I am not an employee of the Diocese or Shrine but a neighbor who volunteers 3-4x daily during the crush of cruise season to clean restrooms ...this gives me multiple interactions with visitors to answer questions about the Shrine and the 'views', plants and animals that they are curious about. | 3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Unplugged Adventures, 4 Juneau Private Tours, 3 Explore Juneau, 4 Juneau Local Tours, 3 Mendenhall Glacier Taxi, 3 Tee's Crew Shuttle & Tours |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 07/14/2025,<br>4:41 PM  | Phone   | Aircraft                  | Auke Bay (Land) | This is ****. 4:38. Coastal Helicopters flying low. And inbound. Don't see anything different. I want to talk to them personally for lying. Appreciate it. Thanks. Bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 1 Coastal Helicopters                                                                                                                                                                                                          | COASTAL HELICOPTERS TO TBMP: I have not responded to ****. While I welcome constructive feedback, I find it hard to engage and condone abusive language and accusations of dishonestly directed at our team. Such comments do not foster productive dialogue and are not contrary to the respectful discourse we strive to maintain. We have responded to every complaint thus far from **** and we have ALL taken the time to meet with him in person. We checked all our trackers around the time frame **** stated and there wasn't anything showing that our aircraft were flying were out of compliance. However, **** wouldn't believe us anyway. I am more than happy to discuss and provide feedback to **** when the comments are constructive, not personal attacks. Thank you for your understanding. Kind Regards, Sarah Lowell, General Manager                           |  |

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| 07/15/2025,<br>10:53 AM | Phone   | Vessel: Other                | Auke Bay (Marine) | Yeah, it's ***. About 10:45 an aluminum catamaran whale boat just went by pretty close to my breakwater at full speed. Looks like a double decker. If you need a picture I can text it to you. It threw a big, huge wake over my breakwater onto my dock against my boat. [Caller texted boat image to TBMP.]                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                 |  | TBMP: The vessel in the image provided by the caller was identified as one belonging to Highliner Lodge in Pelican. They are not 2025 TBMP members. TBMP provided caller with a contact name, phone number, and email for the lodge and recommended he call them directly, as previous emails from TBMP to Highliner Lodge regarding similar complaints did not produce a response from the lodge. |
| 07/15/2025,<br>11:06 AM | Website | Vehicle:<br>Bus/Shuttle/Taxi | Downtown Docks    | As a regular Thane road commuter, the crossing guard situation has improved significantly in the past week -- more consistency and taking more control of traffic. That's the good news. But there are still very long wait times getting through the S. Franklin gauntlet. Traffic from the south is regularly backing up all the way to the turn-off to the AJ Dock. Yesterday I spent 8 minutes trying to get through, between 2 large buses, breathing diesel fumes the whole time- not good for anyone with health issues, and unpleasant and unhealthy for the rest of us. I don't think that buses should be allowed to turn across traffic to get in and out of the bus parking at the docks -- they cause huge delays and safety issues. | 3 Alaska Coach Tours, 3 Royal Hyway Tours-HAP Alaska-Yukon, 2 Juneau Tours & Whale Watch, 4 M&M Tours Unlimited |  |                                                                                                                                                                                                                                                                                                                                                                                                    |
| 07/15/2025,<br>3:18 PM  | Phone   | Crossing Guards              | Downtown          | Hi, it's 3:15 on Tuesday, the 15th, and it is completely clogged up in town. The sidewalks are jam packed full. There are not enough crossing guards. People are crossing all over. It's taken me almost 10 minutes to get through town. I had to wait 3 minutes, backed up, before I even got to Twisted Fish coming from Thane into town. It's just an unacceptable mess that we have to live with this, and I think there needs to be more crossing guards and there needs to be fewer people transiting through town or in this town that are not local. Thank you.                                                                                                                                                                           | 7 Juneau Economic Development Council                                                                           |  |                                                                                                                                                                                                                                                                                                                                                                                                    |

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| 07/15/2025,<br>4:24 PM | Email   | Aircraft                     | Auke Bay (Land)            | The helicopter noise is particularly bad this month. Today it is very loud, with little break in between repeated rounds. I have been working extra hours at my job which I do from home, trying to meet deadlines before taking a short summer break out of town. It is very hard to focus and maintain productivity with this constant disruption. Among the things I am looking forward to on my vacation is relief for my nervous system from this constant presence – it is very high on the list of what I need a break from. Sometimes while I'm struggling to tune out this noise, I think about the fact that if I choose to stay in this community – where I have been a very long time, raised my children, developed bonds, worked etc. etc. etc. – it will mean I will have to listen to this 6 months a year for the rest of my life. Apparently, our community leaders have decided that is perfectly fine. Do not mistake a failed ballot initiative for proof that many of us are not seething as we try to enjoy our homes, spend time in our yards or take a hike while being subjected to this incessant racket – you know, if you're wondering about the reasons our population is declining and why people might choose not to stay here.                                                          |                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                     | This email was also sent to Katie Koester, Robert Barr, Alexandra Pierce, and the city clerk's office at CBJ. |
| 07/16/2025,<br>8:24 PM | Website | Vehicle:<br>Bus/Shuttle/Taxi | Downtown                   | Crew international/ crew shuttles. I have noticed that the crew shuttles that give rides to and from Costco also Fred Meyers are making crew members wait A LONG TIME to shuttle them. Also they have been left stranded at Costco and called taxis to get back to the ship. Crew members have also started using taxis because they are quicker. These guys are on a time limit and shouldn't be forced to wait. Or be abandoned and have to worry about getting back to port. Also they are parking in taxi zones and being very combative towards competition. Taxi drivers are just doing their job. The are deliberately parking in taxi zones instead of their own zones that they have been given. I've witnessed road rage and all kinds of corruption. Which is unnecessary and uncalled for. Did I mention unprofessional and down right spiteful. I've witnessed how rude the drivers are to customers and a lot of drivers from different taxi companies. I witnessed one lady doing 80 mph on Egan with a full shuttle. Also to be picking strangers off the street and taking them to the glacier regardless of whether they have a permit or not shouldn't be allowed. They are CREW shuttles. Not taxis or tour vans. Someone needs to explain to them how to conduct their business and obey the rules. | 3 Crew International Tours, 3 Tee's Crew Shuttle & Tours   |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                               |
| 07/17/2025,<br>4:30 PM | Email   | Vehicle:<br>Bus/Shuttle/Taxi | Auke Bay (Land)            | Hello, I have followed a few of these buses every summer as they bring passengers to the Allen Marine whale watching boats. I have noticed black clouds of exhaust as I follow them (I live at Mile 15+). Sometimes my windshield gets black bits from the exhaust (must be the worst when driver is shifting gears?). When I contacted TBMP a couple of years ago about one of these older buses I was told it probably was due for an oil change. It's especially irksome to be behind one of these on a clear Juneau sunny day when I COULD have my car windows open! Thanks for trying to keep the impact of these old buses down.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 3 Alaska Coach Tours, 3 Royal Hyway Tours-HAP Alaska-Yukon |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                               |
| 07/18/2025,<br>7:34 PM | Email   | Vehicle:<br>Bus/Shuttle/Taxi | Downtown                   | Whoever was driving this bus this evening was using Main Street to turn around. However they got into this situation is unknown. Someone should talk to them about not using the middle of Main Street to turn around. [image provided]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4 Alaska X                                                 | ALASKA X TO TBMP (forwarded to emailer): Yes, this is one of our vehicles —thank you for bringing this to our attention and for the helpful feedback. Since our COO and Juneau Camp Manager are cc'd here, they're aware of the situation and will speak with our drivers in Juneau to ensure this doesn't happen again. We really appreciate your continued support this season! Michaella Thomas, Administrative Services Manager |                                                                                                               |
| 07/19/2025,<br>7:59 AM | Email   | Compliment                   | Gastineau Channel (Marine) | Thank you to the "Joy" this morning, July 19, for coming in to town so slowly and WITHOUT any smoke!!! A Thane resident.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 7 Cruise Line Agencies of Alaska, 0 Norwegian Cruise Lines |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                               |

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| 07/20/2025,<br>3:52 PM  | Phone   | Vessel: Whale<br>Watching    | Auke Bay (Marine) | Today is July 20th, Sunday. Just want to report a near miss I had with a whale watching boat. I'm a commercial vessel headed to AGS [Alaska Glacier Seafood] to offload halibut and was nearly hit by what looked to be a Gastineau Guiding whale watching boat full of passengers. Without my stopping and slowing down, I think there potentially could have been a collision. My main concern was the speed at which he was traveling and the indecisiveness on his maneuvers. There really could have led to a dangerous situation. It happened around 12:30 PM today, so I'd be happy to talk about it some more. If anyone has any questions and give me a call anytime. Thank you.                                                                                                                |                                                                                        | GASTINEAU GUIDING TO TBMP (forwarded to caller): Good afternoon, Yesterday I called **** directly to get more information from him about the incident he reported out on the water. He was able to provide me with the information needed for me to track down the exact captain. This Captain is one of our most experienced, he is a year round local who has held his license for 15 years here was his response to the incident. "I was outbound and he was coming from my port side (it was a slow fishing boat), so I maintained course and speed until I was not sure he would maneuver. I tried hailing him on 16 with no response (though there was some other chatter on that channel it may have gotten lost in). So I slowed down and made a turn to port in order to go behind him, essentially giving way to him. He slowed down at the same time, so I had to make a much larger turn in order to keep clear and still take his stern. Essentially I was following the rules of the road as the stand-on vessel and when it looked like he either didn't see me or wanted to cut across my bow, I took avoidance action. He happened to take action at the same time by slowing down." Based on this response, it sounds like our Captain was doing everything he could to avoid any type of collision with this fishing vessel. I let our Captain know to continue to be extra careful and vigilant out on the water and continue to give other vessels as much space as possible. All the best, Robie Janes, General Manager |                                                                       |
| 07/20/2025,<br>5:05 PM  | Website | Vehicle:<br>Bus/Shuttle/Taxi | Downtown          | While on a bike - I was very nearly hit by the Alaska on Tap shuttle near Evergreen Cemetery. I was riding downhill on Spruce St. towards Glacier hwy. The shuttle driver very briefly pulled to a stop at Seater then proceeded to turn left without yielding to me. Either she didn't look for traffic or was just completely oblivious. They swung so wide that there was no room for me to dodge the vehicle in the street. I had a lot of speed from the steep downhill so this was extremely dangerous. Thankfully there was a curb ramp that allowed me to escape onto the sidewalk to burn speed and avoid the vehicle. She did not stop afterwards, so clearly had no idea that she ran a cyclist off the road. Much less why is a tour operator driving through this residential neighborhood. | 4 Alaska on Tap                                                                        | ALASKA ON TAP TO TBMP: Thank you for this email. I spoke to the biker over the phone yesterday and was made aware of the situation. We spoke to our guide who was involved in the incident yesterday after I was made aware of the situation. They wanted to show the guests the Cemetery on their way from downtown which is not our usual path - we have since instructed the guides not to do that. We are really sorry this situation happened and will take measures to make sure the van drivers are more cautious. If there is anything else we can do please let us know. Thank you, Katie Nave, Co-Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                       |
| 07/21/2025,<br>12:10 PM | Phone   | Vessel: Whale<br>Watching    | Auke Bay (Marine) | Calling about a complaint on Coghlan Island, July 17th. This last Thursday at around 1:00 PM, a silver and navy blue double decker boat, coming through the channel markers along the shore at full speed while kayakers were trying to enter their boat. So I don't know what company it was, but it was the silver and dark blue double decker boats that did not slow down at all and they were within feet of the shoreline. Thanks.                                                                                                                                                                                                                                                                                                                                                                 | 2 Alaska Tales Whale Watching, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch | JUNEAU LIGHTHOUSE TOURS TO TBMP: We went through our records, and I spoke with our captains and it was logistically impossible for us to have a boat in that place at that time. Louis Juergens ALASKA TALES WHALE WATCHING TO TBMP: I think this is addressed to the wrong company because the description does not match our vessels, which are all-silver aluminum color. ...We just reviewed the footage from our vessels to double confirm if this was our vessel or not and can confirm it was not. Our crew is not allowed to go through the Coghlan Cut in a situation like this so we take it very seriously. Additionally, our vessels are equipped with cameras and we reviewed the footage on this day on our boats and confirmed this was not our vessel. Jeff Fanning JUNEAU TOURS AND WHALE WATCH TO TBMP: We didn't have any vessels inbound within 45 mins of the time. Also our vessels do not go north of Coghlan island unless there is severe weather. But I still checked in with our team and reminded them about the area and about people on kayaks. Kindly, Serene Hutchinson, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                      | TBMP has been unable to identify the vessel described in the concern. |
| 07/21/2025,<br>8:32 AM  | Email   | Compliment                   | Downtown          | ...the new crossing guards are fantastic, what an improvement!!! with all the tourism \$ you would think they could be paid a nice price for such a tedious job. I especially like the new woman, blond, thin build and middle age? She does an excellent job talking to the tourists about what to expect with the road crossing. Waving cars, etc through so they aren't all tempted to stop for every person, even with a guard there, and uses her whistle for both cars and foot traffic. So many people from down south are use to those and gets their attention.                                                                                                                                                                                                                                 | 7 Juneau Economic Development Council                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                       |

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| 07/22/2025,<br>4:02 PM  | Email | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive        | Greetings, I was a passenger on my way home for surgery this morning when we saw a van driving in an unpredictable way. I was prepping to record because the female driver of the Dolphin Tours van was all over the road because she was texting from downtown to the valley but we also got one of the red lights she was running [emailer provided video]. Thanks for letting me send this email. I think TBMP and Travel Juneau do a really good job in trying to keep tourism and this town compatible, kind, and safe. I've read the TBMP book many times when I did that kind of work and there is some really great stuff in there that's very logical and means something. I think people forget that others are always watching and I don't want the seasonal workers to have a bad time and not want to come back over safety issues. I understand they are all under incredibly pressure from their leaders to perform but their individual safety is important too. Nothing is so important it couldn't or shouldn't be done safely. Thanks for letting me share. I don't want anyone in trouble or to get hurt. Thank you again.                                                                                                 | 2 Dolphin Tours LLC        | DOLPHIN TOURS TO EMAILER: Good morning, My name is Lisa and I am the owner/operator of the van. I pride myself on having a clean driving record and having lived in Juneau for the past 30 years. This is the best kind of wake-up call to do better and be in less of a rush. Thank you for your attention to this and reminding me to take my time. Sincerely, Lisa Ward                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| 07/22/2025,<br>8:40 PM  | Email | Vessel: Other                | North Douglas     | I'd like to file a complaint against the kayaking guiding company that launches at the North Douglas boat ramp. I believe that this company may be Alaska Travel Adventure, but i'm not certain. We have witnessed their safety boat employee, that sits in a lund skiff, actively catching sculpin and flounders, keeping them in the skiff and then prior to the kayak tour returning to the beach, discarding the fish on the beach to lure eagles to dive and feed, to put on a show for the tourists. This lund safety boat also keeps a dungeness crab pot active that they pull for the tourists enjoyment. I would hope that this is done with mindfulness of how many personal pots are set there and how wasteful this could be seen unless they then, either donate the crab or otherwise use for community benefit. It is very concerning to create this much waste of fish day after day for the benefit of tourists, especially when it is illegal to bait and feed Eagles. If I need to collect greater evidence of this action through photos, i would be happy to comply, but would hope that the TBMP would be able to stop this activity. It would appreciate any response to how my complaint may be addressed. Thank you. | 2 Alaska Travel Adventures | ALASKA TRAVEL ADVENTURES TO EMAILER: Good morning, ****. Thank you for bringing this matter to our attention as we take such concerns very seriously at Alaska Travel Adventures. We do not condone the actions described regarding our safety skiff operator to lure wildlife, and we assure you that we are taking corrective action with the employee. We have taken immediate steps to address this issue by meeting with our entire guide team to reinforce the seriousness of this behavior and to ensure future actions align with our environmental policies. Our employees are explicitly prohibited from fishing while on duty, and we are committed to ensuring this does not happen again. Regarding the crabbing activity, we can confirm that our guides operate with proper fishing licenses, and we ensure that no crab is wasted. We appreciate your vigilance and encourage you to provide any further evidence, such as photos, to assist us in fully addressing this matter. Thank you again for raising this concern. We are dedicated to preserving the natural environment and ensuring our operations reflect the highest standards of responsibility. Please feel free to contact me directly if you have additional questions or concerns. All the Best, Ryan Rushton, Vice President - Operations |  |
| 07/23/2025,<br>10:50 AM | Phone | Vessel: Whale Watching       | Auke Bay (Marine) | The Juneau Lighthouse boat named Beacon took off this morning at approximately 9:30 and at the white buoy pulled way over onto our side to avoid a yacht that's anchored and blasted right by. I have a 38 foot boat tied to the outside of my dock that's ****'s boat that has received damage from someone, not knowing who. It rolled so far over up onto the dock that it scuffed up the side and took part of the rubber strip and tore it off. The Beacon often does not have any consideration for anybody but themselves, and definitely needs a tongue lashing as far as I'm concerned. I appreciate whatever you people can do. Thank you and have a good day.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2 Juneau Lighthouse Tours  | JUNEAU LIGHTHOUSE TOURS TO TBMP: Thank you for this. I reached out to the captain as well as ****. We will be making some adjustments. Louis Juergens                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |

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| 07/24/2025,<br>6:36 PM  | Phone   | Aircraft                  | Auke Bay (Land)   | I'm calling about the helicopter noise inside of my house with all the windows and the doors closed at 6:30. The helicopter noise has been unstoppable. For the last half hour or more it's just a constant racket. That is inside of my home. And it doesn't belong there. All people are doing is making money hand over fist. Bad cash and I have to deal with it. And I get no benefit out of it. They make a couple hundred dollars of sales tax during this time and it causes all kinds of concerns. You know. People get irritated by this stuff and it goes on and on and on, and the municipality does nothing about it because FAA says that they're in charge and you guys really haven't run this down. You really haven't. It's kind of that wimpy. Sad. You know, municipality type thing that you guys do. It's not OK. It's not OK. You know, you guys really need to represent your facilities and your rights and your responsibilities and your public, and not just be such a cash**** quite honestly, you know there's more to it than just running throttle on everybody, everybody, everybody. You don't have conscientious operators. They're cash [message cut off after two minutes]. | 8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 07/25/2025,<br>1:29 PM  | Phone   | Vessel: Whale Watching    | Auke Bay (Marine) | Yeah, it's **** again here. I've been down working on my boat for the last two hours and just getting hammered here. I just videoed a boat going by heading towards the commercial float dock. It's a big cat. I don't know if there was people on board. Obviously it's a big passenger boat, right up close to my breakwater again. [Caller provided video to TBMP.] But it's not just one boat. It's getting terrible here. Now that I'm down here, I'm seeing it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 2 49th Fathom Charters, 2 Above and Beyond Alaska, 2 Alaska Galore Tours, 2 Alaska Luxury Tours, 2 Alaska Sea to Shore, 2 Alaska Tales Whale Watching, 2 Alaska Travel Adventures, 2 Allen Marine, 2 Dolphin Tours LLC, 2 Gastineau Guiding, 2 Harv & Marvs Outback Alaska, 2 Jayleen's Alaska, 2 Juneau Charters, 2 Juneau Lighthouse Tours, 2 Juneau Tours & Whale Watch, 2 Juneau Whale Tours, 2 Alaska Whale and Drone Tours, 2 Morsa Marine, 2 Tongass Tide, 2 Charter Juneau | HUNA TOTEM CORPORATION (ICY STRAIT POINT) TO TBMP (forwarded to caller): Thank you for sharing this observation. Our Director of Marine Operations was contacted by Jamie Cagle from Allen Marine, who informed her that this was being reported. He also shared valuable insight into how their company mitigates wake impacts in shared waterways—particularly emphasizing that their larger vessels reduce speed well below typical limits to avoid disturbing other operators and docked vessels. We greatly appreciate the information Jamie provided and we are sharing these practices with our Marine team. We are committed to aligning with the same strict policies and wake-reduction measures that TBMP and Allen Marine follows. In fact, they consistently go above and beyond the baseline TBMP standards, and we intend to adopt those same elevated practices moving forward. Specifically, we will implement the following procedures: At Coghlan Cut, reduce speed to 10 knots or less. From there into Auk Bay, proceed at idle speed to prevent waking out any docks or nearby vessels. We'll ensure these updates are reflected in our operational protocols and communicated across the team. Erica Drahozal, Director of Sustainability |  |
| 07/25/2025,<br>10:26 AM | Phone   | Vessel: Other             | Auke Bay (Marine) | Yeah, I'm just checking to see if you have a phone number for the Highliner Express. I believe it's from Pelican. Comes in here hot and I'd just like to get a phone number. I might be able to speak to that captain and see if we can get them to slow down a little sooner. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | TBMP provided the phone number to the caller.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| 07/25/2025,<br>11:17 AM | Phone   | Vehicle: Bus/Shuttle/Taxi | Egan Drive        | Friday, June 25th, 11:07 there was a Taku Taxi van pulled over in the outbound lane of Egan so that he was blocking the turn lane coming from the hospital. I think that's probably too dangerous and illegal, so I just wanted to report that. Thanks, bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 3 Taku Taxi                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 07/26/2025,<br>3:36 PM  | Website | Vehicle: Bus/Shuttle/Taxi | Egan Drive        | Can the Harv and Marv cdl drivers abide by the law please. Stay in the right lane on Egan unless needed. It's in the cdl book. Read it again if you struggle. Also going 70-80 in those buses and vans is reckless driving both companies. Don't hangout in the left lane it's not cool. Also whichever taxi company has the license plate LME 564 really needs to get off their phone while driving they were inches from hitting pedestrians.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 2 Harv & Marvs Outback Alaska, 2 Juneau Charters, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Mendenhall Glacier Taxi                                                                                                                                                                                                                                                                                                                         | HARV & MARV'S TO TBMP: My apologies for the delayed response, all drivers have been reminded to maintain appropriate speed and to drive in the right lane except to pass. Jamie Letterman, Chief Admin Officer<br>CAPITAL CAB/DLUX RIDES/EVERGREEN TAXI/TAKU TAXI TO TBMP: Received and understood. Shane Williams.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 07/26/2025,<br>7:04 AM  | Email   | Other                     | Downtown          | People, I live on Thane Road. Yesterday, for the third time this year, it took me approximately 25 minutes to get through downtown. This time, however, there was no shortage of crossing guards. My wife and I are both retired so we no longer have to drive through downtown every day. Thank God. But I assume that the congestion I encountered yesterday happens much more frequently than my own experiences. So that begs the question, what is causing it and what are you doing about it?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 8 CBJ Tourism Department                                                                                                                                                                                                                                                                                                                                                                                                                                                           | TBMP TO EMAILER: Mr. ****, TBMP will get with others to see if there is any solution to the congestion downtown. I'm happy to hear the crossing guards are working better with the new contractor, but I understand the frustration of not being able to traverse downtown in a reasonable amount of time. Elizabeth Arnett                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |

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| 07/27/2025,<br>6:16 PM  | Phone   | Aircraft                            | Auke Bay (Land)              | I'm calling about the helicopters at 6:15 on Sunday night. I've been sitting out here for a while and I have to say now, I'm usually inside my house. I'm outside my house this evening and and it's annoying outside the house too. It's just sitting here trying to relax and stuff and then you hear a helicopter and you're like, OK, it'll go by in a couple of minutes. And then another helicopter comes by, going the other direction and then the other one returns and it just becomes incessant. Really, you keep on waiting for it to pass by, but it doesn't. It's just one trip that runs into another trip. From like the noise pattern and it makes for one long continuous string of noise that goes on and it never passes, and so it's after 6:00 sitting here in the yard for a while, just kind of trying to unwind and relax and get ready and stuff like that for the next week ahead. And, you know, really take in the evening and it's unnecessary to have the airport making money at this time of night, and really for the operators on city property, it's just really not a good policy. Suppose maybe if they're coming from private land and serving boats that weren't foreign flagged or something? I don't know. It's just it's not really respectful of the community values. I guess I would say for the airport and for the docks and for tourism and for the industry and for the community on a beautiful Sunday evening. So probably not a good idea. | 8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 07/28/2025,<br>11:26 AM | Email   | Cruise: Noise                       | Downtown Docks               | Cruise ships have been sounding their horns in port, in good weather. Seems like several times this week. Is there a maritime reason for this?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                | TBMP TO EMAILER: Mr. ****, last Friday (the 25th) the Ruby Princess had a Coast Guard required drill, which includes horns and whistles. As for others earlier in the week, I will look at my list of drill exercises to see if others happened. Thanks for letting the hotline know, as ship noise is not allowed unless it's a drill or an emergency. Elizabeth Arnett, Administrator                                                                                                                                                                                                                                                                                                                                               |  |
| 07/29/2025,<br>1:38 PM  | Phone   | Vehicle: Bus/Shuttle/Taxi           | Mendenhall Glacier Rec. Area | TBMP CALL SUMMARY: A commercial van operator expressed discontent that the Forest Service isn't enforcing the permit rules (i.e., operators need a permit in order to drop people at the glacier). The complaint has been forwarded to Alix Pierce, CBJ Visitor Industry Director, and Michael Downs, USFS District Ranger.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 8 CBJ Tourism Department, 7 Juneau Ranger District                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 07/29/2025,<br>3:57 PM  | Phone   | Vehicle: Bus/Shuttle/Taxi           | Downtown                     | Hi, it's 4:00 July 29th. There is a huge bunch of congestion – vans, cars, trucks, buses. Dammed up all through town. Way too many people, way too many buses and vans. Something has to be done so that there's not so much congestion for people who live here that need to go back and forth through that. Crazy congested area so. Please work on that.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 8 CBJ Tourism Department                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 07/29/2025,<br>6:02 PM  | Website | Other                               | North Douglas                | Jeep was parked wrong way in the road and tourist in road blocking on coming traffic on North Douglas between the Boat Launch and False outer Point. License Plat. JYG372 (I think). I have a picture of them to verify that they were stopped and tourist in road. [Two images were provided by the submitter.] I asked them to move their car and they would not. Very dangerous and inconsiderate of on going traffic. I called the company and they said it is not their responsibility. This is not good enough. There needs to be more conditions attached to the vehicle and consequences for dangerous and inconsiderate driving behavior. This is what irritates locals.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 3 Unplugged Adventures, 3 Explore Juneau                                                       | UNPLUGGED ADVENTURES TO SUBMITTER: Good morning ****, I do apologize about the incident on Douglas Highway. We don't have a Jeep with that plate but from the picture I believe it was one of ours. I appreciate you calling to tell us about it. Ordinarily we would speak with the guest upon their return as they sign a contract agreeing to obey all traffic laws while they are out in one of our vehicles. While we can't control what they do while they are out, if we know about any issues we discuss it with them upon their return and I apologize if anyone said something different. We will reiterate that policy with team so it can be addressed in a timely manner. Thanks again for letting us know, Joanna Brown |  |
| 07/31/2025,<br>2:18 PM  | Phone   | Vehicle: Trolley                    | Downtown                     | I've got to complain about that **** trolley. They're coming up through Franklin, down Franklin at like 2 miles an hour, stopping, and you can see the drivers hand waving, so he's giving a tour of downtown. Stops dead in its tracks. Right there at Deckhand Dave's and then up the hill and down. Calhoun. That big thing about hit me the other day, coming around the corner towards Cope Park. Unbelievable. And they go so slow, pointing things out, giving a tour. Totally disgraceful.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2 Juneau Tours & Whale Watch                                                                   | JUNEAU TOURS & WHALE WATCH TO TBMP: I called this gentleman. Found out he is a taxi driver. He indicated he didn't need any kind of explanation from me, he just wanted to know if we had permission on our city tours to pass the Governor's mansion. He then hung up. Serene Hutchinson, General Manager                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| 07/31/2025,<br>9:53 AM  | Phone   | Cruise: Emissions (referred to DEC) | Downtown                     | Hi. I'm calling about the Norwegian Jade today, July 31st. I know that I don't have time to go online to do your form, but they are putting out big time emissions – sit there all day and let them out. It needs to be addressed. Thanks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 9 Referred to AK DEC                                                                           | TBMP TEXTED TO CALLER: Hello, ****. I received your hotline complaint about ship emissions. Unfortunately, TBMP does not deal with ship emissions. It has been our long-standing policy to refer people to DEC. Follow this link to file a complaint: <a href="https://bit.ly/emissionsconcern">bit.ly/emissionsconcern</a> .                                                                                                                                                                                                                                                                                                                                                                                                         |  |

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| 08/04/2025,<br>1:39 PM  | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Douglas         | Hello, my name is ****. I just returned home to my place on Douglas Island and was not able to get in my driveway because of a tour bus parked on the highway and then they marched all their people down onto the driveway so that we couldn't drive down to our place. It was a white smaller bus and the tour company was called Last Chance Tour. I had to get out of my vehicle to talk to the people and find out who the driver was because she was standing there talking with everybody else and said that it wasn't her car blocking the driveway (because it was actually my car). I couldn't get through. She claimed that she had no idea it was private property, even though she's standing next to a sign that said so. It was an older lady, black hair and glasses. She acted surprised. This has happened in the past, but nobody in our condo complex has been able to get the name of the company until now. Thank you and goodbye.                                                                          | 4 Last Chance Tours                                                                                                                                                                                                            | LAST CHANCE TOURS TO TBMP (forwarded to caller): Thank you! My Tour Guide Cynthia called me and said the fellow was nice and she apologized and didn't realize it was Private Property. But, obviously a bad choice of letting guests off the bus, a driveway is certainly Private Property. Thank you again and she realizes for the future. Our apologies! I visited Holmstead Park the other day and it is going to be fantastic! The U-shaped walk and most guests never get into the woods like this ~ I am excited. Thank you again!                                                                                                                                                                                                                                                                                                                                                                                          |  |
| 08/04/2025,<br>1:39 PM  | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive      | Today around 1:00 PM there was a white Last Chance Tours van parked on the Salmon Creek bridge inbound.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4 Last Chance Tours                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 08/04/2025,<br>3:50 PM  | Website | Aircraft                     | Auke Bay (Land) | Woken at 9:03 on a Sunday morning by helicopters that continued to come rapid fire for the next hour and a half. "DO YOU KNOW HOW **** LOUD YOU ARE?", he screamed into the gaping meaningless void that is TBMP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 08/04/2025,<br>5:14 PM  | Website | Aircraft                     | Auke Bay (Land) | Low ceiling confines the helicopters and amplifies their thumping noise. Monday afternoons are very concentrated high volume visitation making today very uncomfortable indoors for residents. Some days the sound is worse than others. Today is one of them. We need to find better alternatives for sound abatement in Juneau.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 8 CBJ Tourism Department, 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters                                                                                                                                 | NORTHSTAR HELICOPTERS TO SUBMITTER: Thanks **** As of 5:50pm today NorthStar has been able to stick to our normal preferred routing of the Auke Bay departure and arrival which means we have been able to maintain a minimum of 2000' inbound and outbound across Auke Bay. You're right that sometimes when the ceiling drops we are forced into the valley and the Mendenhall routing which I think probably has a bigger impact on your area. With the nicer days we've been experiencing, we have been making a concerted effort to utilize the easterly routes as much as possible as well. Always open to hear any alternatives you may have. Jason Kulbeth, Director of Operations COASTAL HELICOPTERS TO TBMP (forwarded to submitter): There is no specific occurrence that is stated in this message indicating that our helicopters were not in compliance with our routes. Kind Regards, Sarah Lowell, General Manager |  |
| 08/05/2025,<br>10:13 AM | Email   | Vehicle:<br>Bus/Shuttle/Taxi | Other (Land)    | RECEIVED FROM A CBJ ADMINISTRATIVE ASSISTANT: Good morning! Just received a call from a concerned citizen who couldn't quite find the right phone line to TBMP and asked me to pass on the following information. While the caller has directly noticed this activity near/around the Shrine where she works she's also noticed at some of the bridges and spawning areas around town that Tourists from Buses, Vans, and Taxi's are getting in the streams and bothering the salmon, including directly picking up spawning fish out of the stream. She was hoping TBMP could put out a reminder to operators about educating folks about the delicate cycle of salmon, but more than anything remind them to keep visitors out of the active creeks and to not bother the spawning salmon directly. Caller said that some years it's definitely not a problem but, this year it is and just hopes that operators get a reminder about having their guests just watch the fish and not bother the wildlife directly in this way. | 3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 3 Mendenhall Taxi, 3 Taku Taxi, 3 Unplugged Adventures, 4 Juneau Private Tours, 3 Explore Juneau, 4 Juneau Local Tours, 3 Mendenhall Glacier Taxi, 3 Tee's Crew Shuttle & Tours | TBMP TO PRIVATE TOUR OPERATORS: Please remind your drivers and/or your vehicle renters that interfering with salmon in streams is illegal, even if the salmon are dead. Thanks!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| 08/05/2025,<br>9:11 AM  | Email   | Cruise: Other                | Downtown Docks  | Assembly and TBMP, I'm noticing there are more than 5 ships in town this week on a couple of days. I suspect there's an explanation that excuses this violation of the agreement. Please share.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 8 CBJ Tourism Department                                                                                                                                                                                                       | CBJ TOURISM DEPARTMENT TO EMAILER: Hi ****, If you are noticing more than 5 ships some days on the ship calendar, it is because the calendar includes National Geographic vessels, which are very small ships (under 100 passengers) and not subject to the 5-ship limit. Please let me know if you have any further questions. Thanks, Alexandra Pierce   Visitor Industry Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| 08/06/2025,<br>1:20 PM  | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Downtown        | Hi, I'm reporting a concern about the Fjordlines bus. It just ran a red light that is in front of the Hangar in front of the Wharf building. They had plenty of time to stop. They were actually going pretty slow then decided to accelerate through the red light after it had already changed. I was right behind them. I do not need a call back. It was at 1:20 p.m. on Wednesday, August 6. I would just like them to have a little talk with their drivers. Nobody needs to be in that big of a hurry downtown. Thank you so much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 3 Alaska Fjordlines Inc                                                                                                                                                                                                        | ALASKA FJORDLINES TO TBMP: Thanks. We have received it and will talk to the driver. Alison Jacobson                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |

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| 08/06/2025,<br>1:20 PM  | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive        | I like to report an Alaska Coach Tours white tourist bus. It went racing through a red light at Salmon Creek. It was definitely red for four or five seconds. He did not stop. 1:20 p.m. on Wednesday, 8/6. Those tour drivers are a dangerous proposition in this town. That is terrible management to run through a red light like that and not kill somebody.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 3 Alaska Coach Tours                                                                                                                                                                                               | ALASKA COACH TOURS TO TBMP: I called and left a voicemail to thank them for bringing this to our attention and to acknowledge the seriousness with which we are treating the matter. We have followed up on this report and were able to identify the driver based on the description provided. The driver has been spoken to directly about the incident. Additionally, we have added this topic to the agenda for our upcoming all-driver meeting, where we will reinforce the importance of safe driving practices and strict adherence to traffic signals. Thanks, Alicia Phillips, Juneau Division Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                           |
| 08/07/2025,<br>5:04 PM  | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive        | Hi I am driving on Egan on Thursday, August 7th, at 5:04 PM and an orange cab is pulled over on the side of the road on the DIPAC side right over that bridge. Probably showing people the salmon but this is the third time in the last week I have seen these orange cabs pulled over on the side of the road like that. I know it's illegal and I know they shouldn't be doing it and they're sending a very poor example for our locals and for visitors, and it's also very dangerous.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                    | TBMP: At this time, Glacier Taxi & Tours is not a member of TBMP. The concern was forwarded to them as a courtesy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                           |
| 08/07/2025,<br>7:05 PM  | Website | Vessel: Whale<br>Watching    | Auke Bay (Marine) | [TBMP SUMMARY OF SUBMISSION] Complainant accused vessel Freedom Chaser of not respecting the rules of the road in Statter Harbor, along with not answering the radio. Complainant asked that vessel slow down in the harbor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 8 CBJ Docks and Harbors, 8 CBJ Tourism Department, 2 Charter Juneau                                                                                                                                                | CHARTER JUNEAU TO TBMP: We do have a new trainee licensed USCG captain that has been driving while supervised. She has been doing an excellent job. We have tread very lightly and respectfully but it has been made apparent by some that we are not welcome here. This is the first official documented account but I'm sure you can see the hostility in the message. I will say a majority of the other captains and crew on other vessels have been supportive. We've also received nothing but support from CBJ and staff. My wife, two children and I are residents of Juneau and live at our home up near Tee Harbor. We are also sailors and have a boat and business in Hawaii that we also run ourselves. It's a lot of work but very rewarding. Our intent was to run one small family run vessel here in Juneau. I assumed we wouldn't be a burden seeing that there were so many giant companies that have 10+ boats that continue to expand on a yearly basis. Our intent is to never be that. We want to operate humbly, respectfully, and in balance with the resources that are here. We will continue to operate and keep the message you forwarded in mind while doing so. I hope that in the future the industry will welcome our values of sustainability, family, and respect. Thank you for taking the time to read this. Sincerely, Joshua Woodward and the Woodward family | The original text of the complaint was forwarded to Deputy Harbormaster Jeremy Norbryhn, Harbormaster Matt Creswell, and Visitor Industry Director Alix Pierce as well as Charter Juneau. |
| 08/08/2025,<br>1:24 PM  | Website | Vehicle:<br>Bus/Shuttle/Taxi | Downtown          | Juneau private tours, Juneau taxi, Juneau trolley, essentially every non-bus tour vehicle: There is a constant flow of tour operators treating Calhoun avenue (and many other locations but Calhoun is the worst that I have to deal with) as their private amusement park. They come to a complete stop, or slow to walking speed, by the museum, the governor's house, gold creek, and then the cemetery on Seater Ave, with zero regard for the traffic they back up. This is not only obstructive to those of us who actually use the streets for transportation, but results in frequent honking from understandably frustrated drivers, which is a nuisance for those who live along the roads. If these tour operators cannot conduct a tour without obstructing roads, then they don't have a viable, or legal, business.                                                                                                                                              | 3 Capital Cab, 3 DLux Rides, 3 Evergreen Taxi, 2 Juneau Tours & Whale Watch, 3 Mendenhall Taxi, 3 Taku Taxi, 4 Juneau Private Tours, 4 Juneau Local Tours, 3 Mendenhall Glacier Taxi, 3 Tee's Crew Shuttle & Tours | CAPITAL CAB/DLUX RIDES/EVERGREEN TAXI/TAKU TAXI TO TBMP: Thank you for letting us know. Shane Williams.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                           |
| 08/09/2025,<br>10:31 AM | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive        | At 10:25 AM today, there was a Glacier Tours van speeding on Egan going at least 70 outbound. The license plate was ESG-684. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                    | GLACIER TAXI & TOURS TO TBMP (forwarded to caller): Hi, this is Violeta from Glacier taxi and Tours, about this incident happened I'll take care and direct my drivers about this stop up there, thanks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | TBMP: Glacier Taxi & Tours is not a member of TBMP, but the concern was forwarded as a courtesy.                                                                                          |
| 08/09/2025,<br>12:32 AM | Email   | Crossing Guards              | Downtown          | Hello, I am a TikTok influencer and was livestreaming at the two Filipino food vendors downtown when I heard a woman identified as a crossing guard in my video yelling and harassing another woman. I began recording the incident immediately and continued to capture her actions while we sat down to eat. During that time a man approached us and said she had been antagonizing people throughout the day. We watched her call the police, then run over to a group of people and yell at them to use the crosswalk, and then run toward a delivery truck to yell at the driver. Her behavior was aggressive, unprofessional, and a complete embarrassment. She was not performing her duties as a crossing guard and her conduct reflects poorly on Juneau's hospitality to both residents and visitors. Please review the attached video which contains the full sequence as it happened live. Thank you for your attention to this matter. [Emailer included video.] | 7 Juneau Economic Development Council                                                                                                                                                                              | JEDC TO TBMP (forwarded to emailer): Safety, hospitality, and steady flow of pedestrian and vehicle traffic remain our highest priorities. We are aware of the incident reported involving a member of the Crossing Guard team. This matter has been addressed directly with the employee, who has received and agreed to a corrective action plan. All Crossing Guards receive training that also includes visitor engagement and professional conduct expectations. Additional coaching is being provided to crossing guards to reinforce communication standards and we are actively monitoring performance to ensure full compliance with our operational protocols. We remain committed to providing a safe, respectful, and welcoming environment for both residents and visitors. We appreciate the community's continued cooperation and feedback (positive and constructive) in support of this goal. Thank you. Jelena Richardson, Visitor Products                                                                                                                                                                                                                                                                                                                                                                                                                                        | TBMP: This concern was also forwarded to Liz Perry, President/CEO of Travel Juneau.                                                                                                       |

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| 08/09/2025,<br>9:11 AM  | Website | Vessel: Whale Watching    | Other (Water)                | Hey I know it's the derby and things can be crazy . Please to whoever is driving the white boat freedom chaser please go around boats and for the love of Christ slow down . Every other whale watcher is going around boats but you .                                                                                                                                                                                                                                                                                                                                                    | 2 Charter Juneau                      | CHARTER JUNEAU TO TBMP (forwarded to submitter): We followed out the other whale watching vessels, we are only doing 18 knots and we haven't been around any other vessels. I am on the boat now. This is uncalled for. We just had a fishing boat come and cut us off on purpose at high speed. He was doing 30+ knots. I will be reaching out to the coast guard when we return to port. We are driving in the middle of the channel the entire way. All of us are driving the same path together. Please ask these people for proof. The guy that wrote you the last negative review has put the word out on the dock to start targeting us with complaints. I have heard nothing on channel 16 and I am here as a witness. Feel free to give anyone my information and I will be glad to speak with them face to face. I will be documenting everything from our vessel along with our recorded routes on our charts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                           |
| 08/10/2025,<br>10:06 AM | Email   | Cruise: Noise             | Downtown Docks               | Silver Moon loud speakers blaring 10 am. Failure of TBMP. No contract with details to cruise ships?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 7 Cruise Line Agencies of Alaska      | CLAA TO TBMP (forwarded to emailer): Good afternoon, The USCG Cutter Storis commissioning began at 1000 hrs today. There was a public address system in the Peratrovich Plaza set up this morning and a band began the national anthem at 10 AM. Assume the Storis may have made some announcements for the crew on deck at the beginning of the ceremony as well. Ship Agent was on the tender float to receive the vessel on arrival at 0935 hrs through 1030 and did not hear any announcement from the Silver Moon but she did hear the PA from the commissioning ceremony. This event is of national significance with local, state and federal officials coordinating the formal ceremony. These are the sounds of a deepwater ice free year-round seaport soon to be the homeport for the USCG cutter/ice breaker Storis. Best regards, Andrew Green, Port Director, Cruise Line Agencies of Alaska                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                           |
| 08/12/2025,<br>12:32 PM | Phone   | Vehicle: Bus/Shuttle/Taxi | Mendenhall Glacier Rec. Area | I live back at Skaters Cabin and I'm calling because I know we've gotten alerts about the flood evacuations and all that. A lot of the locals like to go back there, which I understand about the lake and stuff, but it doesn't really help when the tour operators are also going back there such as the taxis, Dlux taxis, Juneau Private Tours. They're all going back there parking in the street, kind of block up the street along with all the locals, so if you could do something about that, it would be great. Thanks.                                                        | 3 DLux Rides, 4 Juneau Private Tours  | DLUX RIDES TO TBMP: I will take care of it. Shane Williams                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | TBMP issued an email to all tour and transportation members to ask their staff to refrain from going into areas affected by the flooding. |
| 08/12/2025,<br>12:45 PM | Phone   | Compliment                | Downtown                     | I was calling to pay a compliment. It's August 12th at 12:45 PM, and the lady that is operating the crosswalk by the Red Dog Saloon is absolutely amazing and doing a wonderful job. Please pass on my message and have a wonderful day.                                                                                                                                                                                                                                                                                                                                                  | 7 Juneau Economic Development Council |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                           |
| 08/12/2025,<br>2:27 PM  | Phone   | Compliment                | Downtown                     | Hi, my name is ****. It's August 12th at 2:25 PM. I just wanted to say that your crosswalk guards, particularly Jeannie I think her name was, are absolutely wonderful -- very helpful, very polite. Doing a great job helping people cross the street, gave me directions and talked to me about some of the things I wanted to know about Juneau. There was another lady with her -- Christine? -- anyway they were very nice, very helpful, and I just wanted to leave a compliment for both, particularly Jeannie.                                                                    |                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                           |
| 08/12/2025,<br>3:05 PM  | Phone   | Aircraft                  | Other (Land)                 | Hello, this is **** at **** Engineers Cutoff Road. I know we've had three days of rain but it doesn't mean helicopter companies can unleash themselves and fly over houses at 150 feet. We just had a red and white one and then four green and white ones fly right over the house, which hasn't been common. So I think the rain hurts the bottom line for some people but it should be at the price of safety. Probably as the year goes on people get a little bit sloppy in their flying and that's what I'm beginning to see already, and I just wanted to pass that on. Thank you. | 1 TEMSCO Helicopters                  | TEMSCO HELICOPTERS TO TBMP (forwarded to caller): Hello, I would like to clarify a few things the caller has in error. First, there have been four days of rain and poor visibility previous to this day that Temsco has cancelled 100% of all tour flights in the interest of safety as well as quality of the tour itself. Second, on the this day the weather at the back of the Mendenhall Valley was clear as well as on the Mendenhall Glacier with unlimited visibility. The weather at the airport had lower ceilings and patchy fog in the area which would have prevented Temsco from achieving voluntary minimum flight altitudes as per the TBMP operators agreement, which is why Temsco cancelled every tour flight for the first five hours of the morning. If we had an interest in not following the voluntary routes and altitudes we could have flown all morning at an altitude which was completely safe for helicopters to operate at, but alas, out of compliance with TBMP for noise abatement. Once the weather met the operating parameters to fly in compliance with TBMP standards we commenced tour operations. Thirdly, All flights were on route and at or above TBMP altitudes on this day. The first two hours of operation Temsco utilized the Mendenhall Departure with a return on the Auke Bay Arrival. After that Temsco proceeded to use the route up and over Heintzelman Ridge the rest of the day nearly exclusively. Temsco was never at 150' above anything other than in a landing or take of phase of flight at the airport or on the glacier. The insinuation Temsco operates flights to try to regain some perception of lost revenue because of weather in inaccurate and untrue. Temsco operates its flights with consistency based on decades of experience with local weather and operating standards with the utmost respect for the safety and its passengers. The assertion that anything Temsco does is "sloppy" because of the timing in the year is inaccurate as well. Respectfully, Eric Main, Juneau Flight Operations Manager |                                                                                                                                           |

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| 08/12/2025,<br>5:30 PM  | Phone   | Vessel: Other                | Other (Water)                | Hello, this is ****. I was out in my boat at Indian Point where the helicopter turn point is. The helicopters were cutting that corner 5:30 pm -- two Coastal copters inbound, the two NorthStar outbound were pretty close to the turn point.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 1 Coastal Helicopters, 1 Northstar Helicopters | COASTAL HELICOPTERS TO CALLER: Good Morning, Coastal reviewed our flight tracker history and did not see any abnormalities to our route. The turn was made West Flow per the LOA. Kind Regards, Sarah Lowell, General Manager NORTHSTAR HELICOPTERS TO CALLER: Thanks **** for this. It's good to hear that NorthStar's pilots were doing the right thing. I do want to clear something up just a little. The tip of Indian Point isn't necessarily a "turn point". It's an intersection of two lines that we cannot cross without permission. The southern line being drawn from "50' south of the beacon on Petersen Hill to the tip of Indian Point". So it's more of an aiming point, the turn has to happen inside of the lines so there will never be a crossing of this point before turning (this is of course on the "Auke bay departure and arrival route, the Lena Point route is something altogether different), sounds like both parties were on the Auke Bay route in this case). Anyhow, I don't want to speak for Coastal or Coastal's pilots but I will say that we don't have nice painted lines in the sky to keep aircraft on their "side of the road" and so there will always be some variability to where individual pilots feel safe to turn in order to keep sufficient separation. Another element in play here is that "west flow" was in effect at this time which would have placed the NorthStar aircraft on the "outside" of the turn and closest to the uncrossable lines. Since we cannot see these lines the aircraft on the outside are always given the right of way and given a little space as to not be forced over the lines inadvertently. Hope you enjoyed the time on the boat, mine's unfortunately been in the shop for a while! Jason Kulbeth, Director of Operations |  |
| 08/12/2025,<br>5:41 PM  | Website | Other                        | North Douglas                | On Tuesday I was driving down Fish Creek Road from Eaglecrest. Halfway down we came upon a Cycle Alaska vehicle towing an empty bike trailer. The vehicle was going significantly under the speed limit and appeared to be acting as a follow vehicle for a large pack of tourists on bikes. It eventually pulled over to let us pass, but all of the bikes continued to ride in vehicle lane. The whole vehicle lane. I had to pull u to the opposing lane of traffic for half a mile to pass bikes that didn't move out of the way u til I had already passed them. The tour operator at the front didn't know it was happening - and there was no one at the back to get them out of the vehicle lane. None of the bicycles were following the rules of the road. | 4 Cycle Alaska                                 | CYCLE ALASKA TO SUBMITTER: Hello, Thank you for reaching out with your concern. We deeply regret that our guests must currently travel in the vehicle lane rather than on the road's shoulder. This situation is a concern for us, as ensuring the safety and comfort of our guests is our top priority. Unfortunately, the state has not yet cleared the gravel and debris from the shoulder, which poses a safety hazard for cyclists, runners and pedestrians alike. To protect our guests from potential harm, we've made the decision to have them travel in the vehicle lane, with our support van following closely behind to shield them from traffic. We are going to instruct our guides and drivers to pull over, where they can safely do so, to let traffic through. We sincerely apologize for any inconvenience this may cause and are working diligently to resolve this issue. As soon as the state clears the shoulder and it's safe for our guests to return to it, we will ensure they do so promptly. We kindly ask for your patience and understanding until DOT sweeps the road fully. Warm regards, John McConnochie, Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 08/12/2025,<br>6:37 PM  | Phone   | Vehicle:<br>Bus/Shuttle/Taxi | Egan Drive                   | Hello, my name is ****, and I'm a resident of Juneau. At 6:35 today, August 12th, an Alaska Coach Tours bus number 130 was emitting an enormous amount of smoke every time it stepped on the accelerator. Black smoke. I think that they should be told about it and given an opportunity to clean that up. It was a very poor reflection on the people operating that line. Thank you.                                                                                                                                                                                                                                                                                                                                                                              | 3 Alaska Coach Tours                           | ALASKA COACH TOURS TO TBMP (forwarded to caller): Thank you for bringing this to our attention. We had our maintenance team take a look at bus right away, and they've addressed the issue. We truly appreciate you letting us know—it helps us keep our fleet running safely and professionally. Thanks, Alicia Phillips, Juneau Division Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| 08/14/2025,<br>11:08 AM | Phone   | Crossing Guards              | Downtown                     | I'd like to compliment the workers [crossing guards] -- good job, very good job. There is one particular woman that I want to make a complaint about, though. She was harrassing me. [Caller provided physical description of guard.] It was yesterday around this time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                | JEDC TO TBMP: We left a message for **** requesting the location of the specific crosswalk where the incident occurred and details about the type of harassment. We also sent a message to her email on file but it bounced back. Thank you! Charla Brown, Director of Special Projects                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 08/14/2025,<br>12:17 PM | Website | Vehicle:<br>Bus/Shuttle/Taxi | Mendenhall Glacier Rec. Area | 8-14-25 at 12:05pm, the driver, of this Alaska Coach Tours #134, was driving EXCESSIVELY FAST through bus staging/parking area. Their speed was at least 20-25 mph. It was reckless!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 3 Alaska Coach Tours                           | ALASKA COACH TOURS TO TBMP: I left a voicemail to the caller. I thanked him for his comment. I have spoken with the driver and we have added this to our agenda for our next meeting. Thanks, Alicia Phillips, Juneau Division Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| 08/14/2025,<br>4:18 PM  | Website | Vehicle:<br>Bus/Shuttle/Taxi | North Douglas                | I was driving out North Douglas Highway behind an Alaska Travel Adventures bus around 3:50 this afternoon. There is a safety zone for tree clearing work alongside the road that uses cones to reroute traffic away from workers. The bus hit several of those cones into traffic and did not stop to correct the issue. They left multiple cones in the middle of the lane that prevented vehicles from driving on the highway. I had a hard time making out the license plate - it may have been J-K 474.                                                                                                                                                                                                                                                          | 2 Alaska Travel Adventures                     | ALASKA TRAVEL ADVENTURES TO TBMP (forwarded to submitter): Thank you for bringing this issue to our attention. We have interviewed the driver. She acknowledged hitting the cones but said she did not feel it was safe to pull the bus over to put the cones back into place. We have worked through corrective action training with the driver. All the Best, Ryan Rushton, Vice President - Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |

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| 08/15/2025,<br>1:53 PM  | Phone   | Vehicle:<br>Bus/Shuttle/Taxi              | North Douglas  | Good afternoon. This is ****. It is Friday, the 15th. I was driving southbound on North Douglas, and at Fish Creek turnoff an ebike van pulling a trailer turned onto the highway (southbound). I was surprised because I couldn't keep up with him. I finally tried and realized that the van was going between 57 and 60 MPH in the 45 MPH zone. The license plate number on the trailer was 3662SX. This was about 1:45 this afternoon. The van finally slowed down because the two cars in front of it were going the speed limit. You know, I'll give you five miles over the speed limit, but 60 MPH on North Douglas? It's just really frustrating for the locals who live there. Thank you for my concern.                                                                                                                                                                                                                                                                                                                                                                                        | 4 iRide Alaska/Segway Alaska     | IRIDE ALASKA TO TBMP (forwarded to caller): Hello, Thank you for informing me of this. I apologize for any concerns that have come up because of this experience. Our guides are taught to drive appropriately and safely on the road, following all traffic laws, including the speed limit. I will remind each of them to follow this to ensure that everyone travels safely around town. Again, I apologize for this. hank you, Maddie Cordle, Admin Assistant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 08/17/2025,<br>5:52 PM  | Email   | Cruise: Noise                             | Downtown Docks | Friends, We live at *** Gastineau Ave. We've endured loud banging from Ovation of the Seas all day. Disruptive, unpleasant. Why must we tolerate this ? How essential is this work ? Why did the ship company export it to Juneau, today ? We walked to the dock to investigate; talked with the CBJ person scanning pax badges. She said she was only told, "They're working on the ship, implying 'none of your business' ". Yes, unnecessary noise is our business. We have a TBMP rule against unnecessary PA outdoor noise from ships. Shall we now disallow maintenance banging, also ? Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 7 Cruise Line Agencies of Alaska | CLAA TO EMAILER: Good afternoon ****, I will inquire with the ship in case this can be mitigated while in port. It seems it must have been maintenance related which is permissible as a sound of the port. However, perhaps they can work on seaward side projects instead of mountainside facing projects while in port. Best regards, Andrew Green, Port Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| 08/21/2025,<br>2:30 PM  | Website | Vehicle:<br>Bus/Shuttle/Taxi              | Downtown Docks | I was headed to the AML office in a tractor/trailer with a total length of approximately 76 feet. In order to make the right hand turn down to the office I must get into the oncoming lane so as to make the turn without running my trailer tires over the curb which could blow the tires. Many trucks my length have to maneuver this way to make that turn. A double decker tour bus was oncoming and stopped short understanding what I was about to do. A white tourist passenger van behind me headed to the ship docked at the AJ dock decided to pass me on my left as I was turning into the oncoming lane. I slammed on my brakes and he barely clipped me as I was mostly in the oncoming lane. Had I not seen him out of the corner of my eye I would have sandwiched him causing a lot of damage. I'm requesting a fix to this would be to inform tourist buses and other vehicles to be less impatient and understand that it is illegal to pass someone in this manner. That driver not only risked hitting me but could have injured people.                                            | 9 All Members                    | DLUX RIDES/EVERGREEN TAXI/CAPITAL CAB/TAKU TAXI TO TBMP (forwarded to submitter): Received and understood. Shane Williams GOLD RUSH DOG TOURS TO TBMP (forwarded to submitter): Thank you for sharing this information. While Gold Rush Dog Tours was not scheduled to be at AJ Dock at that time, we will remind all of our drivers to follow traffic laws and be vigilant when sharing the road. Faith Payne DOLPHIN TOURS TO TBMP (forwarded to submitter): Hello, Thank you for sharing this concern. I don't believe this was our bus as we do not have a tour returning at 2:30, but I will pass the message along to all our drivers. Thanks, Sommer Ward GASTINEAU GUIDING TO TBMP (forwarded to submitter): Good afternoon, I'm following up regarding the TBMP submitted by ****. According to our master schedule from August 21, we only operated two departures from the Norwegian Jade, which was docked at AJ Dock. Both of these departures returned at 12:30 p.m. and 1:15 p.m. Based on the timing of his complaint (2:30 p.m.), I can confirm that this was not one of Gastineau Guiding's tour vehicles. All the best, Robie Janes, General Manager |  |
| 08/22/2025,<br>8:56 AM  | Website | Cruise:<br>Emissions<br>(referred to DEC) | Downtown       | There has been a layer of cruise ship emission pollution hanging over Juneau and Douglas since early 8/21/25.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 9 Referred to AK DEC             | TBMP TO SUBMITTER: Hello, Mr. ****. While your concern about air quality is acknowledged, TBMP has a long-standing policy of referring residents to the Alaska Department of Environmental Conservation for all air quality issues with cruise ships. The link to their concern form is <a href="https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints">https://dec.alaska.gov/Applications/Air/airtoolsweb/Complaints</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| 08/23/2025,<br>11:35 AM | Phone   | Other                                     | Downtown       | Hello. I'm calling to share a concern about all of the Juneau downtown jewelry businesses. This is just to add the local voice to this whole thing where we don't get the benefit. There's like 1% of the Juneau economy and we get there's plenty of \$15 to \$22 an hour in our jobs, so we're subsidizing the cruise ships and the downtown businesses. We're not benefiting. You know, if we get those jobs, we're putting more work then for our service, than our return in income. And it's an unfair system. So if they're going to constantly hawk us, watch us, complain about locals demand, make demands, they should also be in compliance. So all of the downtown jewelry businesses are soliciting and standing outside. They should be watched too. There's a local voice when we don't get a benefit really. We put in more than we get back. Way more. And so that balance needs to be struck where they're going to actually be good ambassadors, you know, as the guidelines say. They need to put that in too rather than being Big Brother on the locals. Thank you very much. Bye. | 7 Downtown Business Association  | DBA TO TBMP: I've spoken with three different jewelry store owners who are also DBA members, and they've assured me they are following the CBJ guidelines and rules. They also committed to speaking with their neighboring businesses about the complaint and reminding them of the CBJ guidelines and rules. Thank you both, keep you posted if I hear anything else. Nimmy Philips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |

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| 08/24/2025,<br>12:52 PM | Phone | Vessel: Whale Watching    | Auke Bay (Marine)          | My name is ****. At approximately 12:50 on the 24th (Sunday afternoon), a white cabin-silver hull whale watching boat (new boat this year, I believe), about 34 feet in length, has no identification that I can see on it. They came in and in fact didn't even slow down at the white marker. He went at least 150 yards inside of it before he even pulled back on the throttle and the speed he goes (or she), they make a really large wave. It throws a horrible wake. If they could slow down a little bit further out like a lot of the others are, it sure would be welcome. Thank you and good afternoon.                                                                                                                                                                                                                      | 2 Charter Juneau                     | CHARTER JUNEAU TO TBMP (forwarded to caller): I looked at our charts and I see his dock. My apologies to the owner. It was like a lake out there yesterday. Very beautiful but any ripple in the water was definitely apparent. We always try respect the no wake zone and we know its importance because we are also on the receiving end of others wake once we are tied up in the harbor. His dock is located outside the no wake zone so I do understand why he has constant issues. We will definitely take his concern to heart and do our absolute best to minimize any future wake in his direction. As for not reducing speed at the no wake buoy it may have been the captain's error, may have been Mr ****'s perspective from his home. Either way I'll reinforce it with the team and have them slow even farther outside the no wake buoy to ensure there's no future issues. Josh Woodward                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| 08/24/2025,<br>4:58 PM  | Phone | Cruise: Noise             | Gastineau Channel (Marine) | It's Sunday, August 24th at 5:00 PM. My name is **** and I know ship's crews are changing around Labor Day time and they don't always get the message. If you could please get the word out that they should turn off those loud speakers when they come in to port. I'm trying to do some work and it's just madding to hear those speakers. So thank you very much for that reminder. I say, I know it's a new crew, but NCL all came in today and they were still playing music on their outdoor deck. So thanks again. Bye.                                                                                                                                                                                                                                                                                                          | 7 Cruise Line Agencies of Alaska     | NCL TO CALLER: Good Morning Ms. ****, I am writing you to apologize for the issue with the Norwegian Joy that occurred on Monday, August 25th. Upon receiving this issue, I immediately address this incident with our General Manager on the N. Joy, and he assured me it would not happen again, and he asked that I pass along his apologies. The ship was arriving into Juneau with a scheduled 3 hour delay due to a medical emergency that caused them to slow their approach while underway from Seattle. The new timing had the ship at the Juneau pilot station at 3pm. Due to additional time the guests had onboard there was some new programming scheduled outdoors to take advantage of the beautiful visas and the sunny skies. All program was to end one hour before entering the channel. However – good news for the guests was the ship was an hour earlier than expected due to calm seas – bad news was that the outdoor programming was still running and you could hear the loud speakers. They ship should have shut down the programming immediately – but unfortunately, they didn't catch the earlier timing thus the speakers were still on. Please do accept our sincerest apologies, we diligently strive to follow all TBMP programming, but due to the ships changes in arrival time this did slip. Kind regards, Sandi Weir, Vice President, Government Relations, Norwegian Cruise Lines |  |
| 08/27/2025,<br>11:58 AM | Phone | Compliment                | Downtown                   | Hello, I'd like to make a TBMP report of a good thing. A HAP double-decker bus had stopped in front of the Hangar and was in the crosswalk, and he very carefully and easily backed up to allow the crosswalk to be free. Very aware of what was going on. And I thought that was awesome. Just wanted to let you know.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 3 Royal Hyway Tours-HAP Alaska-Yukon |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| 08/28/2025,<br>2:52 PM  | Email | Vehicle: Bus/Shuttle/Taxi | Downtown                   | Hi, I was biking northbound on Thane Road / S Franklin st. At approximately 2:30pm today (8/28/2025), a bus from the AJ dock nearly hit me, while I was in the bike lane. The bus passed me and was on top of the white line when they did so. They then veered further into the bike lane after they passed me. I wasn't hit by the mirror or anything like that, but I was shaken because I almost got pancaked. I'd estimate the bus was less than 2ft away from me. Incident occurred approximately here:<br><a href="https://maps.app.goo.gl/DJEMQsbgSagYLFUh7">https://maps.app.goo.gl/DJEMQsbgSagYLFUh7</a> . See attached for photos of the bus which I followed to the Tram parking lot. Let me know if you need any additional information. Thanks for trying to keep Juneau a safe place to live.                             | 3 Royal Hyway Tours-HAP Alaska-Yukon | HAP TO EMAILER: Dear ****, Thank you for bringing this matter to our attention and providing photos to make identification easier. We take all reports related to the safety of our operations very seriously, and we appreciate your concern regarding the recent incident involving one of our bus drivers and a cyclist. Upon receiving this complaint, we immediately initiated an internal review of the situation. The driver involved has been identified, and the incident is being investigated in line with our safety protocols. We are also reviewing any available footage and conducting a re-evaluation of driver practices to ensure full compliance with road safety regulations, especially in relation to vulnerable road users such as cyclists. Additionally, we are reinforcing our commitment to ongoing training for all drivers, emphasizing safe passing distances and heightened awareness around cyclists and other non-motorized traffic. Sincerely, Jacob Hills, Assistant Transportation Manager                                                                                                                                                                                                                                                                                                                                                                                             |  |
| 08/28/2025,<br>9:57 AM  | Email | Compliment                | Egan Drive                 | I'd like to just give a shout out to the Gray Line of Alaska bus line. I had the unfortunate experience of having an issue with my vehicle unexpectedly on Egan by twin lakes. I pulled over as far as I could to be off the road and call a tow truck. I was absolutely terrified at the number of cars, buses, and 18-wheelers hurtling down the road by me. A momentary lapse of attention would have killed me and I watched the traffic coming in my rearview mirror with great trepidation. Gray Line buses - all 4 or 5 of them in that short window - pulled over into the far lane around me and I was very impressed that they ALL did that. They were the only ones. It stood out to me. It was a scary position to be in but I really appreciated the drivers making that effort and paying such close attention. Thank you! | 3 Royal Hyway Tours-HAP Alaska-Yukon |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| 08/29/2025,<br>11:14 AM | Phone | Cruise: Noise             | Downtown Docks             | It is Friday, August 29th and it is 11:15 in the morning. Please ask the Disney ship to turn off their outside speakers. Thank you so very much.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 7 Cruise Line Agencies of Alaska     | CLAA TO CALLER: Hi ****, Thank you for your message to the hotline, I hope you are enjoying this weather. The Disney Wonder had a mandatory USCG drill at this time and use of the outside public address system is necessary. This falls within the "sounds of a port" section to the TBMP guidelines. Best regards, Andrew Green, Port Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |

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| 08/29/2025,<br>3:54 PM  | Phone   | Aircraft | Mendenhall Valley | I would like to complain about the helicopters flying directly over La Perouse on their return from the glaciers. They probably save about two seconds rather than going further towards the airport. It has got really bad this year. I've lived on La Perouse for over 30 years and. haven't complained about any of the airport noise, but this is getting ridiculous. Like you to talk to the pilots and tell them they've been warned. Thank you.                                                                                                                                                                                                                                                                                                                                                                    | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP: Thank you for taking the time to share your concerns regarding helicopter activity over La Perouse. Our flights follow FAA-regulated routes designed to ensure safety, and at times pilots may need to adjust their paths based on weather conditions, air traffic, or other operational requirements. That said, we have noted your feedback and will be reminding our pilots to remain mindful of their routing. We do our best to balance safety with minimizing impacts on nearby neighborhoods. We appreciate your understanding and will continue to work within regulations to operate responsibly. Kind Regards, Sarah Lowell, General Manager NORTHSTAR HELICOPTERS TO TBMP: Not really sure how to respond to having "been warned". This street is literally on the other side of the airport fence. Attached is a clip from Google earth showing the area in question. About two years ago the controllers in the tower asked us to shift our aiming points for the helicopter pattern northward and at the time they wanted us to fly directly over La Parouse street. We (helicopter operators) however insisted that our pattern needed to remain over airport property and the compromise is shown in the clip labeled as "Aiming point 1" and "Aiming point 2". The helicopters will fly directly over those aiming points and continue towards aiming point 3 inside the fence line. If an aircraft is at 300-500' as they should be in the pattern it will likely appear to those on La Parouse that they are very close to that neighborhood. There really is nothing more we can do in this instance unfortunately. NorthStar for our part still tries to ask for "opposite flow" when we can in order to remain on the southern most lane of the traffic pattern but with traffic volumes what they are we are often denied and must fly the pattern as depicted. Jason Kulbeth, Director of Operations TEMSCO HELICOPTERS TO TBMP: It may be possible that it seems as though the returns from the glacier are more over La Perouse this year than in the past. My guess is that because of the generally good weather and west wind along with it the path inbound (downwind leg) is farther north than when there is an east wind. The opposite would hold true also making the departure closer to the airport runway on departure but farther north on return , We will continue to educate and monitor our pilots routes to ensure they are being flown to the agreed paths. Thanks, Eric Main, Juneau Flight Operations Manager |  |
| 08/30/2025,<br>8:12 AM  | Website | Other    | Mendenhall Valley | This morning at 8:12 a.m., a cycle alaska van towing a trailer full of bikes cut me off headed outbound on Loop (headed toward the glacier). Van was unsteady (reckless) in the lane of travel. When I went around the van, the driver gave me the finger. Nice representation of cycle alaska and one more reason locals should not use this business. No concern for road safety or local drivers, obviously only focused on making their next buck hauling bikes to allow tourists to disrupt the flow of traffic and overcrowd the valley. Do better, cycle alaska. Nobody wants the tourists here in the first place, and road behavior like this (with your business name plastered all over the vehicle!) just continues to remind locals why we don't want tourists here and won't do business with your company. | 4 Cycle Alaska                                                       | CYCLE ALASKA TO SUBMITTER: We spoke with the driver and he was very apologetic about the traffic incident. Regarding the hand gesture, our guide informed us that he provided a thumbs up, rather than a gesture of profanity, although he did apologize for the response in general and expressed regret for that as well. We do agree that he should not have offered any gesture while representing Cycle Alaska and tourism. Thank you for informing us of the situation, we regret that it occurred. This will be a training reminder for our guides when merging, especially considering the size of our transportation. Thank you, Tori, Tour Operations Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| 08/31/2025,<br>10:08 AM | Email   | Aircraft | Mendenhall Valley | Hello. This is the first time this year that I am contacting TBMP regarding helicopter noise. There have been hundreds (thousands?) of times that I have been adversely impacted, at home, and out recreating, and at friends' home. Plus, I left Juneau for a month to get away from the helicopter noise impacts. I know that contacting the TBMP does nothing to address helicopter noise or any other big issue with cruise ship tourism management; however, I don't want any decrease or leveling in complaints to the line to be interpreted as improvement or reduction in the impacts. So, to make it easy, for your end of the season tally on helicopter noise, just take this email and tally as 100 calls.                                                                                                   | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
| 09/01/2025,<br>11 am    | Website | Other    | Mendenhall Valley | There has been heavy helicopter traffic over our house for days now. We can hear it inside our house. It seems that there is no escape. If we go to Fred Meyer to shop the helicopters are there, we go out to recreate, helicopters. My father came to visit and he said it reminded him of Vietnam. My family has helicopter pilots but these seem abnormally loud, especially the green ones. In the less than four minutes, I have been writing this, there have been at least three helicopters that have gone overhead. Maybe we are hearing it more because we are at home and not at work. We are close to retiring and this may be a deal breaker for us. We do not want to leave our home of 30 plus years but the constant noise is too much.                                                                  | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |

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| 09/01/2025,<br>4:00 PM | Phone   | Vessel: Whale Watching    | Saginaw Channel   | I'm calling to report whale watching boats in pursuit of orcas and approaching them well within the 100 yard limit, and this is off of Shelter Island in Saginaw Channel at approximately 4:00 PM on Monday. The two boats that are most egregious were the Athena Rose and the St. Achnea or something like that, and there's some other whale watching boats that are pushing these whales right up against the shoreline. So please contact these operators.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2 Alaska Sea to Shore, 2 Allen Marine | ALASKA SEA TO SHORE TO TBMP: Thank you for the report. I drive my own boat and I put a lot thought and consideration into driving around whales and giving them the space they need. While I don't have the same recollection of this encounter and I recall my vessel being further away and watching from a respectful distance, I appreciate the prospective from shore and the reminder to be cautious and respectful in viewing the whales. Winston Warr, Owner/Operator |  |
| 09/02/2025,<br>8:45 AM | Phone   | Vehicle: Bus/Shuttle/Taxi | Downtown          | ACT bus left intersection in front of us and blew clouds of black smoke - License # JBF 829. Please get this bus fixed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 3 Alaska Coach Tours                  | ALASKA COACH TOURS TO TBMP (not forwarded to caller as no forwarded information provided): Thank you for your comment and bringing this to our attention. I will bring this issue up with our maintenance team. Thanks, Alicia Phillips, Juneau Division Manager                                                                                                                                                                                                              |  |
| 09/03/2025,<br>8:50 AM | Website | Vehicle: Bus/Shuttle/Taxi | Egan Drive        | Just to let you know we are behind a dolphin tours shuttle bus with name HERBERT - its brake lights aren't working. Maybe you could let them know. Not good on Egan. Thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2 Dolphin Tours LLC                   | DOLPHIN TOURS TO TBMP: Thank you so much for bringing this to our attention it is much appreciated! We have already been in touch with the driver. Lisa Ward                                                                                                                                                                                                                                                                                                                  |  |
| 09/05/2025,<br>1:36 PM | Phone   | Compliment                | Downtown          | Hi, I'm here right in town center and I'm on a cruise ship. I'm right at the Alpaca International, and [crossing guard] Christine is doing a fabulous job. I've been here for over an hour up on the balcony and she is just phenomenal. She saved like, I don't even know, three or four accidents. Everybody's smiling. She's talking to people and telling them to have a great vacation. She's personable. She just makes your day. So I just thought that somebody should know how wonderful she actually is. Thank you so much. Bye-bye.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 7 Juneau Economic Development Council |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| 09/05/2025,<br>1:52 PM | Phone   | Compliment                | Downtown          | Hi, this is ****. I drive the crew shuttle for ****. I just wanted to give a commendation to the lady, the blonde lady named Christine, who does the crossing guard work at several different places, but a lot of it at the library, the Alaska Steamship Dock. She is very diligent about keeping people from walking across that dangerous bottleneck right near the bus stop and the Manila Square taxi stand. Cars come around that corner at speed a lot of times, and they also come past the barbecue area at speed, and we have a lot of absolutely foolish people who cross anywhere they think they can, just like chickens who have no thought about their own safety, including a man and his wife with their little child in a stroller, pushing the stroller ahead of them that I stopped them from going at that dangerous place because of the danger. It would have been the child wiped out first, and a car had to stop suddenly, and she called them over to the crosswalk. There was a woman in a wheelchair, being pushed in a wheelchair across the place that specifically says "do not cross." And people ignore the sign. The city needs to put a...[the message cuts off after 2 minutes] | 7 Juneau Economic Development Council |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| 09/05/2025,<br>4:16 AM | Website | Other                     | Downtown          | I purchased a ring [at Bald Eagle Gifts & Jewels] in June 2025, one gem fell out and I contacted Vinny, he told me to send back to him and he would fix it or replace. I can't get him to answer my texts as to what is going on with his sending back to me. Is there any help from your organization?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       | TBMP: Bald Eagle Gifts & Jewels is not a TBMP member. TBMP provided options for the submitter to pursue to get the merchandise returned.                                                                                                                                                                                                                                                                                                                                      |  |
| 09/05/2025,<br>8:41 PM | Website | Vehicle: Bus/Shuttle/Taxi | Mendenhall Valley | At approximately 8:23 pm on 5 September 2025, I am 95% confident that a Juneau Limo Services went speeding down (Into) River Road right by my house at an really really really excessive speed. I believe that this business operates out of a residential property in the neighborhood. White "transit van" type of vehicle. I was walking on River Road (no sidewalks - dirt road) in front of my house and I was scared. Jeepers, it's dark. Did not slow down. Did not move to the other side of the road. This is not the first time I have observed Juneau Limo speeding in a 20 MPH zone. It's a regular occurrence. Some drivers, not others.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 3 Juneau Limousine Services           | JUNEAU LIMOUSINE SERVICES TO TBMP (forwarded to submitter): Concerning the report of our driver/ transit van speeding on River Road. I have spoken with the driver involved. The 20 mph speed limit will be taken seriously I feel that the posted limit is observed by our drivers on a daily basis and hope this never happens again. We are professional drivers and conduct otherwise will end in termination of the individual involved. Sincerely, Bill Overton         |  |

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| 09/06/2025,<br>10:14 AM  | Phone   | Aircraft                                     | Fritz Cove                 | Hello, my name is ****. It's 10 a.m. on Saturday, September 6th, and I'm calling to complain about the helicopters. They've been incessant all morning long, and it's ridiculous. We shouldn't have to hear this on our weekends. They've been over my house continuously this morning. It's super annoying. I can't hear the birds. I've called. I've written. I've never gotten a response from you and I'd like a response. My number is ****. I want something done about these helicopters. Thank you.      | 1 Coastal Helicopters, 1 Northstar Helicopters, 1 TEMSCO Helicopters | COASTAL HELICOPTERS TO TBMP (forwarded to caller): Coastal Helicopters follows a Letter of Agreement (LOA) established with the FAA, Juneau International Airport and local operators. This LOA outlines specific flight paths and procedures designed for safe operations within the shared airspace. This LOA can be reviewed on the TBMP website. In order to determine whether any of our aircraft were involved, we need more information than a general noise complaint. Specifically, the time, location, and direction of the flights in question are essential to verify if Coastal Helicopters was operating in that area and whether there were any deviations from the agreed flight paths. Without this information, it's not possible to confirm if the aircraft you observed were ours, or if they were operating outside the LOA. We encourage you to provide those details so we can properly review the flights and address your concerns with our pilots. Kind Regards, Sarah Lowell, General Manager NORTHSTAR<br>TREKKING TO CALLER: Thank you **** for reaching out via TBMP. I'm not sure where your home is but I looked back at this morning on our satellite tracking software and it appears that all of our helicopters were flying on approved routes. Not sure about the other companies but NorthStar had a slow day in general on Saturday the 6th. Jason Kulbeth, Director of Operations |  |
| 09/09/2025,<br>9:04 AM   | Email   | Vehicle:<br>Bus/Shuttle/Taxi                 | Downtown                   | Today at around 8:30 a.m. I was by the crosswalk by old Goldbelt hotel. There were people waiting to cross and the [Royal Hyway Tours] van made no attempt to stop. I was behind the van. Didn't see a van number.                                                                                                                                                                                                                                                                                               | 3 Royal Hyway Tours-HAP Alaska-Yukon                                 | HAP ALASKA-YUKON TO EMAILER: Hi ****, We are currently investigating this matter. Drivers should not disregard pedestrians waiting to cross. This goes against our driver training. We will review proper crosswalk safety and crosswalk etiquette with the driver to mitigate an event like this happening in the future. Thank you for the concern you left on the TBMP hotline. It's always helpful to hear about events like this so we can create a better safety culture. Thank you, Whitney                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 09/13/2025,<br>1:42 PM   | Email   | Crossing Guards                              | Downtown                   | So sorry to have to say anything. But we now have a crossing guard playing music from a small speaker. The choice of music is the problem. Lots of foul language and F-Bombs. I asked nicely if he could choose some music that wasn't vulgar. His answer. "No, not really." Again apologies for being a squeaky wheel. He just yelled at me. I was very nice. If he continues his aggressiveness I will criminally trespass him from the property. Not necessary. [An image of the crossing guard was included] | 7 Juneau Economic Development Council                                | JEDC TO TBMP (forwarded to emailer): Thank you for bringing this matter to our attention. We understand the concern regarding one of our crossing guards who was playing music during a shift. We addressed the issue immediately. The music was stopped, and we have made it clear to the crossing guard team that music is not permitted while on duty. The guard involved has been reminded of expectations, and we do not anticipate this happening again. Thank you, Jelena Richardson, Program Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| 09/13/2025,<br>Lunchtime | Website | Compliment                                   | Downtown                   | Love this place so much! Between the people, the food and the 'vibe', its the best place on the inside passage! But where have all the benches gone? The 'aging' population has bad-bones, joints and attitudes, and could really use some additional seating in front of the shops. We shop better when we aren't 'standing so long'! Thank you for listening.                                                                                                                                                  | 8 CBJ Tourism Department                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| 09/14/2025,<br>12:33 PM  | Email   | Cruise:<br>Emissions<br>(referred to<br>DEC) | Downtown Docks             | Arriving in Juneau, morning 9/14/27, the Anthem of the Seas was sure putting out a big plume of emissions -- see photo [photo provided]                                                                                                                                                                                                                                                                                                                                                                          |                                                                      | TBMP: Emailer was referred to DEC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| 09/14/2025,<br>4:43 PM   | Phone   | Cruise: Noise                                | Gastineau Channel (Marine) | Hi, I would like to make a complaint about the Coral Princess, which is leaving port at about 4:43 on the 14th of September. It is repeatedly been blowing its foghorn. There is no fog in the channel and there are no ships anywhere near in front of it. Thank you.                                                                                                                                                                                                                                           | 0 Princess Cruises                                                   | CORAL PRINCESS TO TBMP (forwarded to caller): Good morning. It was for navigational purposes. On departure we had a pleasure craft "Dolce Vita" entering the harbour just as we were leaving, so had to use 5 short blasts on the ship's whistle to attract their attention as per collision regulations. Thank you. Kind Regards, Captain, Coral Princess (and Kirby Day, Princess Cruises)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |

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| 09/19/2025, 11:59 AM | Website | Vessel: Whale Watching    | Auke Bay (Marine) | On Friday 9/19/25 I was heading out on a fishing trip with four 15 year old boys. I went to grab my boat which I keep in Statter Harbor year round as the boys hauled all of the gear and supplies down the ramp to the public loading float. Once I tied the boat up by the pile of gear I went up to move my truck from the temporary loading zone to an overnight parking space. I was gone maybe 5 minutes. When I got back down to the float my boat had been moved to the other end of the loading float and the boys were moving the pile of gear down the float. I asked the boys why the boat was moved and they said a very rude ATA boat captain required them to move the boat. Keep in mind this is first come first loading float and we were there loading the boat. Another ATA captain approached me and apologized for his coworker's behavior and attitude and said it is a common problem for that captain. The ATA boat that required my 15 year old son to move the boat wasn't even tied up there anymore and I was gone less than 10 minutes maximum. It was completely entitled behavior, like the ATA boat captain has control over a first come first serve public float. He basically bullied the 15 year old boys according to his coworker and the ATA captain. I think it's also important to note that my boat is an equal user of Statter Harbor as a commercial interest. I own Peak Construction, Inc and my company-owned boat is used regularly year round for construction projects on Spuhn Island. We all have equal access to the first come first serve public loading float. ATA does not get priority or have the authority to require another boat to move while it is actively loading. There was also ample room on the float for the ATA boat, it just wasn't "convenient" for the ATA boat captain apparently. The fact that another ATA boat captain was overly apologetic and embarrassed for his coworker's behavior is very telling of that captain's entitled attitude. | 2 Alaska Travel Adventures                                | ALASKA TRAVEL ADVENTURES TO SUBMITTER; Good morning, ****. Thank you for bringing your concerns about the incident with our captain at Statter Harbor to our attention. We sincerely apologize for the frustration and inconvenience you and your group experienced when your boat was moved during loading. After reviewing your complaint and speaking with the captain involved, we'd like to provide some context about the situation. At the time, our captain was preparing to board passengers for a scheduled departure. Another whale watching company's vessel was also docked at the loading float, contributing to limited space. The captain approached two young men in your group and asked if they could move your boat slightly to help accommodate other vessels. Shortly after, the other company's vessel and others departed, freeing up space. By the time you returned, these vessels had left, which may have made the request appear unnecessary. Our captain intended to personally apologize for any inconvenience but was unable to do so before your departure. While our captain did not intend to be rude, he should have handled the situation differently. He could have communicated with the other operator to find out when then were leaving or simply waited. A better handling of this situation would have met the high standards of professionalism and respect we expect from all ATA employees. We are sorry for any perception of entitlement, as this does not reflect our values. We believe that all users share the Statter Harbor public loading float, and we do not claim priority access. We regret any negative impact this incident had on your group's experience, and we hope it did not impact your fishing trip. To discuss this matter further or share additional feedback, please contact me at 907-617-2124. We are also happy to meet in person at your convenience to ensure your concerns are fully addressed. Thank you again for raising this issue, and we are committed to fostering a respectful and cooperative environment at Statter Harbor for all users. Sincerely, Ryan Rushton, VP of Operations |  |
| 09/26/2025, 8:55 AM  | Website | Vehicle: Bus/Shuttle/Taxi | Downtown          | CLAA ship agent vans are starting to park in A zone parking preventing larger buses from being able to get in and out of the parking.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 8 CBJ Docks and Harbors, 7 Cruise Line Agencies of Alaska | CLAA TO SUBMITTER: Good morning, This is normal practice for the maritime agents attending the vessel at their respective docks. I will remind staff to park as out of the way as possible. If it was today at 0855 hrs then it would have been peak tour departure time at the Alaska Steamship Wharf and the agent should have been aware of this. It also coincides with the US Customs and Border Protection appointment time which may have been why the van was there to expedite the processing of passengers and crew movements. Please feel free to give us a call if there are any concerns like this and we can sort out if the agent is parked in a poor locations, all of our vehicles now have trackers on them so we can see where our vehicles are. Best regards, Andrew Green, Port Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| 10/03/2025, 11:00 AM | Website | Crossing Guards           | Downtown          | There is a crossing guard named **** who has been harassing me and my employees for a while. But I am writing this complain now because today he began harassing our customers near the tram as well. He was screaming obscenely while working as the crossing guard by the tram today.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 7 Juneau Economic Development Council                     | JEDC TO TBMP: We have spoken directly with the caller to gather additional details, as well as the employee to both relay those concerns and reinforce expectations for standards of behavior. Thank you for bringing this to our attention! Charla Brown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |